



University of Wollongong



Library

ANNUAL REPORT 1995

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Arthur Boyd

Swimmer in Shoalhaven River 1994/5

Oil on Canvas

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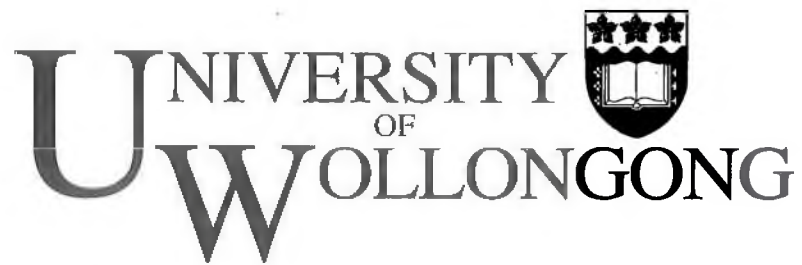
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Library

Annual Report 1995

*Quality information services for
research, teaching and learning*

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University Librarian's Review

Concern for the future of scholarly information is gathering momentum as the millennium approaches. While members of the academic community throughout the world have expressed anxiety about specific issues such as the cancellation of serials, few have recognised the fundamental changes which are occurring in the ways in which information is created, distributed, stored and owned. There has been little appreciation of the implications of the use of multimedia and the Internet as publication formats and even less realisation of the dangers associated with the increased commercialisation of some forms of scholarly publication.

While reactions have been mixed, there have been some general trends common to Australia, Europe and North America. These include denial that change is occurring, seeking scapegoats to blame for the manifestations of change and fervent proselytising to electronic formats in the hope of salvation. For most scholars, however, it is a time of bewilderment, frustration and uncertainty. Their teaching and administrative commitments have increased and their time available for research both reduced and fragmented. The combined effect of these pressures is frequently a demand for almost instantaneous access to information. Yet, required journals are often not available in their university libraries, traditional interlibrary loan is not fast enough and funding is not available to make extensive use of commercial document supply services.

As yet, the benefits forecast by proponents of electronic

information remain largely unrealised. This has been due to a number of factors the chief of which relates to the financial investment required by publishers, universities, libraries and individuals. For many of the well-established academic publishers the magnitude of this investment made them reluctant initially to adopt electronic publishing. As the financial viability of a change in production methods becomes apparent, they are slowly beginning to realise that their survival may depend on electronic publication.

Those publishers who were quick to embrace the new technology tended to be the producers of abstract and indexing services. The resultant electronic versions of these publications have had some profound effects on scholarship including an increased awareness of information sources other than those in individual library collections and the emergence of a new set of research skills.

The new formats provide the opportunity to reduce the time taken to conduct literature searches, facilitate the process of identifying new publications and facilitate the control of the collected data. There are also drawbacks, the most notable of which is associated with the amount of data which can be amassed. Even a relatively short search of a database may result in a hundred or more citations. Yet, few will be available in one library and many may not be available from any library in the country. The technology raises the expectation level of scholars by indicating what is available but as yet provides limited means of satisfying their whetted appetites.

For many scholars electronic formats remain a mystery. Quite frequently, the personal computing available to them has insufficient memory and processing power to cope with the retrieval of data over a network. This inadequacy is particularly apparent where different client software must be mounted on the user's equipment to use each database being accessed. Bandwidth problems with AARNet, especially on the link with North America, also inhibit the use of some electronic sources and add to the negative perception of the format.

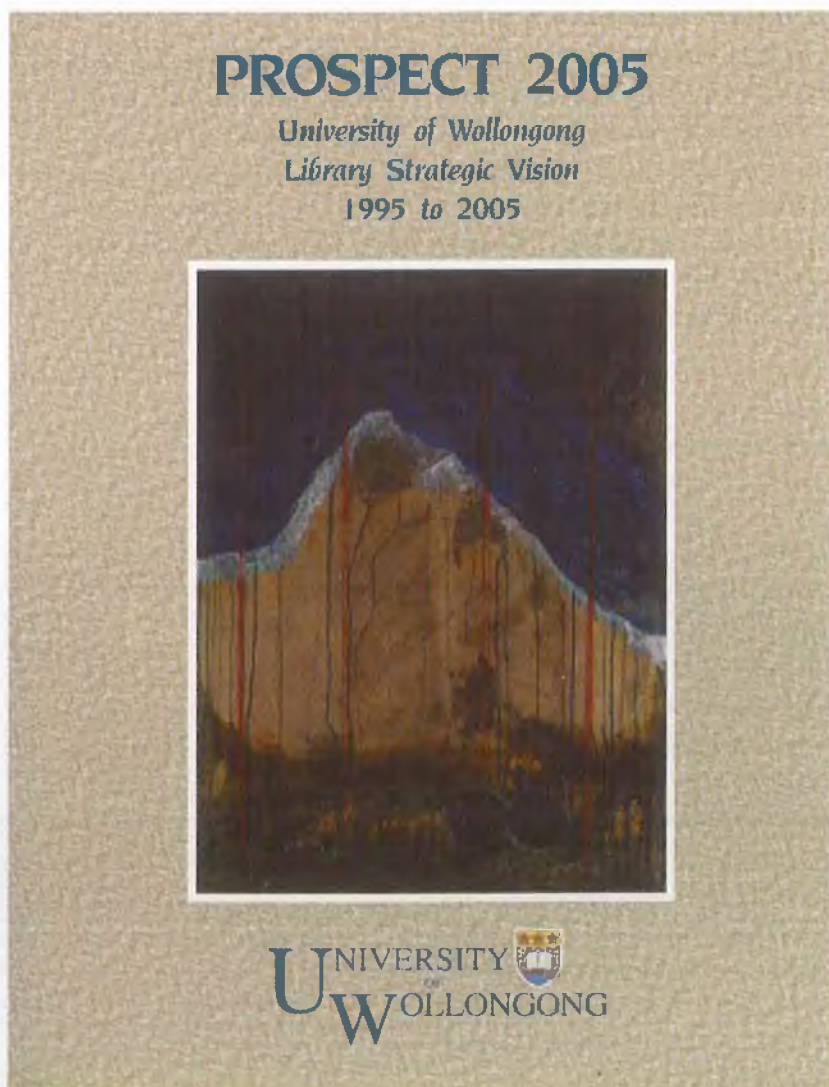
A major problem, however, is information illiteracy. Most academic staff members are well-versed about the printed literature pertaining to their disciplines but

have little awareness of the emerging electronic sources. Few have developed the skills necessary to locate and make best use of the available resources particularly those located in remote recesses of the Internet.

In 1990, the University of Wollongong Library surveyed the issues likely to affect scholarly communication and libraries over the decade to 2001. During 1996, a similar survey was carried out and published as *Prospect 2005*. This will serve as a general guide for Library development during the remainder of the century and will be subject to constant evaluation and review to ensure that the needs of the University are identified and met.

Key issues identified in *Prospect 2005* were:

- the need to ensure a balance between development of collections, access to information and service to users;
- the determination by faculties of the appropriate balance for their disciplines between print and electronic publications, the amount of resources devoted to interlibrary loan and the extent to which commercial document delivery services can be used;
- the focussing of resources to meet the needs of students, general reference and the major research programs of the University before other research activities particularly those which are individualistic;
- the fundamental importance of a reliable and appropriate computing and network infrastructure; and
- the importance of ensuring that members of the University have the information skills appropriate to their research, teaching and learning commitments.



Many of these issues have been addressed with assistance from members of the academic community. Over the past five years, the Library Committee has wrestled with the complex issues associated with giving more control over book and serial funds to the faculties. There has been a gradual process of devolution and in 1995, this was extended to interlibrary loans. A review of the distribution of funds to faculties was commenced during the year with the intention of determining a formula which would permit equitable allocations. The task has proven more complex than anticipated which reflects similar experience at other universities.

On the first day of the 1995 academic year, the Library's automated system was replaced with software from Innovative Interfaces Inc. Although there were some minor problems with the new system, it was installed without major disruption to users and has functioned well throughout the year providing improved access to the catalogue. Enhancements added during the year included on-line renewal which enables borrowers to renew items on loan from any terminals connected to the campus network.

When the system was purchased it was intended to provide access to a range of databases using the same search interface as that used to query the catalogue. This proved to be expensive and an alternate option was sought. With the help of a grant from the University's Quality Assurance allocation, a cheaper solution was acquired which permits a range of databases to be made available over the campus network. This facility enables anyone connected to the campus network, to use databases which previously could be used only from

terminals in the Library.

The provision of access to databases is complex and the Library has sought to identify the appropriate mix of print and electronic services as well as the balance between local and remote access. Throughout the year, the Library was a participant in a database access project coordinated by the Council of Australian University Librarians. With support from the National Priority (Reserve) Fund, the Council negotiated trials of databases from several publishers on behalf of all Australian universities. These trials provided opportunities to evaluate products for up to four months without cost which gave time to organise continuing funding if the products suited the needs of individual universities.

In the area of information literacy, a major success was recorded in 1995 with the launch of Arts 101 Analysis, Research and Technical Skills in the Arts in which a member of the Library staff is responsible for designing and presenting a significant portion of the curriculum. The Library has always had a strong commitment to reader education and the completion of a library skills component is a requirement for graduation. Over the last few years, there has been a conscious effort to encourage the inclusion of information skills in subject curricula and an annual forum with academic staff has been used to guide and support activities. As a result, arrangements have been made progressively with a number of subject coordinators in other faculties to increase the time devoted to the acquisition of information skills. In addition to these activities, Library staff conducted an extensive program of workshops and seminars throughout the year.

Within the Library, 1995 was designated *The Year of the Client*. Teams consisting of staff from all sectors of the Library were formed to investigate ways of improving services. Areas investigated in 1995 included shelving, serials, Reserve Collection and database access. Significant improvements in service resulted but the most important benefits were the growth in staff skills and a heightening of commitment to the provision of the highest possible levels of service.

Toward the middle of the year, the contract expired for the provision and management of copying services in the Library. After extensive evaluation the existing managers, BEAR Solutions, were awarded a contract for a further period without change to the charging provisions. The new photocopiers, which were installed in the last weeks of the year, are expected to provide copies of a higher quality than the previous equipment. The company has been requested to consider offering a number of other services including colour copying.

Further allocations from the University's Quality Assurance allocation permitted the acquisition of multiple copies of heavily used items and the improvement of the book collection in areas identified by the faculties as high priority. These projects recognised the continuing importance of the print collection as well as the difficulty of maintaining acquisitions at a time of rising prices, increased numbers of users and subjects, and fairly static budgets.

During the process of identifying faculty priorities, several faculties indicated their preference to acquire multimedia products. This led to a re-evaluation of procedures relating to non-print materials and

the formulation of a policy to govern the type of materials which could be purchased from Library funds and the conditions under which they would be used. A significant outcome was the decision to establish a multimedia access facility in the Library. Eight workstations will be installed in 1996 and the facility will be increased when the Learning Development Centre is relocated to new premises. Funding for the initial machines will come jointly from the Computing Policy Committee and the Library.

During the year, I have had a number of opportunities to participate in national activities relating to libraries and scholarly information. As President of the Council of Australian University Librarians, I was a member of the Standing Committee on Information Resources which was established by the Australian Vice-Chancellors' Committee to advise on the use of information resources in universities. The Committee has a wide-ranging brief which includes information in the library, computing and administrative contexts. Membership of the Working Group on Research Libraries Infrastructure, provided opportunities to advise the Department of Employment, Education and Training on issues likely to affect the future of university libraries and to identify strategies which will ensure that they are addressed in a planned manner.

The future will undoubtedly involve a greater reliance on computing and communications technology but the essential business of the Library will remain much the same - to provide access to information in forms convenient to individual requirements. While the Library will



Australian Statistician, Bill McLennan, Minister for Employment, Education and Training, Simon Crean, and President of the Council of Australian University Librarians, John Shipp, with Merry Branson, Director of Publishing and Electronic Dissemination, who demonstrated the new ABS online service at the June launch.

areas which can be improved and which will be addressed in 1996. Attention will be focussed primarily on improving access to information. Sections of the collection will be surveyed to identify significant weaknesses and action taken to remedy them. The purchase of multiple copies of material in heavy demand will continue and greater attention will be given to identifying the resource implications of new subjects and courses. In association with other libraries, improvements in the supply of information through interlibrary loan and other services will be sought. The overarching goal will be to improve the quality of all aspects of the Library's activities by continuing to review and evaluate procedures, and by gathering and acting upon feedback from users.

John Shipp
University Librarian

continue to purchase books, serials and other physical formats, an increasing emphasis will be given to accessing information on demand from locations and sources remote from the Library building. This will require Library staff to possess well-honed information discovery skills and the ability to teach those skills to others. It will also require the development of a range of search engines and other interfaces which facilitate end-user access to information. In this endeavour, as well as the provision of reliable networking and computing facilities, Library staff will continue to work closely with staff in Information Technology Services, Educational Media Services and in the faculties.

As a member of committees which

have reviewed seven libraries including, in 1995, those at La Trobe University, Australian National University and the Nepean campus of the University of Western Sydney, I gained considerable insight into the challenges facing university libraries. The reviews also provided opportunities to compare the performance of the University of Wollongong Library and to identify areas of both strength and weakness. By and large, the Library performs well in the attainment of its goals and objectives and would score highly in any objective comparison with libraries at peer institutions.

Relative to the resources available, the Library provides a high level of collections and services. Nevertheless, there are a number of

Human Resources

Strategic Planning

A comprehensive planning day for all team leaders in February canvassed a wide range of issues, including a review of the draft vision document: *Prospect 2005*, discussion of a new mission statement, brainstorming values statements, determination of the format and core objectives for the 1995-96 Strategic Plan and discussion of the Library's management structure. All proposals agreed by this leadership group were circulated for comment to all staff and discussed in

sectional and team meetings throughout the Library. All staff were then involved in determining objectives, strategies, target dates and performance indicators for their section. The resulting plan is a tribute to the dedication and sheer hard work of staff in producing plans to deadlines, in a year already crowded with the additional workloads generated by implementation of a new system and the judicious allocation and expenditure of quality funding.

Perhaps one of the most exciting innovations was the development of the Library's values statements. Gaining agreement on organisational philosophy and principles from some seventy individuals, is a challenge which must be handled sensitively and introduced at an optimum time. Indicators of a robust culture such as high morale, shared beliefs, commitment to achievement and innovation and the success of team structures and processes were abundantly apparent and it was judged an opportune time to introduce this important aspect of quality management. Following the discussion process outlined above, the final draft was presented to the mid-year staff meeting and, with minor changes, was endorsed by the entire staff.

In pursuit of its objectives, the Library is guided by the following:

VALUES

CLIENT FOCUS Providing consistent, flexible, quality service; feedback sought and used in planning; recognition and support of both internal and external clients

KNOWLEDGE Supporting the teaching and research aims of the University through commitment to scholarship and intellectual enquiry; providing equitable access to resources and services; promoting information literacy

PLANNING Anticipating change; involvement of staff and clients; calculated risk taking and innovation, action oriented; results emphasised

COOPERATION Pursuing strategic alliances with other groups, both on and off campus, to benefit clients

CONTINUOUS IMPROVEMENT Ensuring excellence through improved processes and procedures based on the collection, review and analysis of data

STAFF Recognising achievement, initiative and creativity; equitable access to training and development; opportunity for career development; support; fairness; valuing of differences; commitment

TEAMWORK Sharing responsibility; involvement; open feedback and communication; participation in problem solving and decision making

LEADERSHIP Implementing new ideas; innovation; calculated risk-taking; cooperation with and support of other information providers

Quality and Service Excellence (QSE)

The concepts encapsulated in the title of the Library's quality program were demonstrably appropriate and, in the *Year of the Client*, client service objectives were extended and emphasised through the application of quality management principles and reinforced by the pervasive team-based structure.

Traditionally, libraries are service oriented, however, client consultation and service philosophies are usually fragmented and not fully integrated into policies and routines. The introduction of the total quality management program, QSE, in 1994 provided, inter alia, a framework for consulting regularly with clients. A major outcome of this aspect of the program has been the strengthening of commitment to service. Quality teams, formed in 1994 have all completed their assignments with outstanding results in terms of improvements to policies, processes, services and communication with clients. A summary of the major team activities is as follows:

Project Team on Library Resources

Mission: *Streamline the process of suggestions for purchase.*

Research found that although academic Library Liaison Officers played a crucial role in suggesting materials for purchase, they often lacked the information needed to be effective in their role. Some of the strategies for improvement which have been implemented are:

- development of an information package for Library Liaison Officers (LLO's)
- attendance at departmental meetings to discuss the purchasing process

- introduction of a suggestions-for-purchase scheme on the online catalogue
- reminders to LLO's to submit lists in time to ensure availability of recommended reading

Project Team on Information Access

Mission: *Profile information needs and improve access to database information on campus*

This team recognised the need to identify the difference between the information needs of different client groups. Some of the recommendations adopted include:

- purchase of the general full text CD ROM databases: *General Periodicals on Disc*, *Sydney Morning Herald* and *Business Review Weekly*.
- campus wide networking of some of the most frequently used Silverplatter databases (Cinahl, ERIC, Medline, Psyclit and Sociofile)
- development of a statistics package for all databases to accurately determine client needs

Shelve Trek - the New Investigation

Mission: *Improve the orderliness of shelves to enhance the speed and accuracy of shelving*

As part of the mission, shelveers were asked to collect data on shelf tidying time and the time taken to shelve the trolley. The team recommended involving all Library staff in shelf tidying for half an hour per week in order to separate the tidying from the shelving process. Other recommendations included:

- setting performance standards for shelveers

- improving the training for new shelvees
- increased shelving staff at the busiest times
- improving equipment such as trolleys and book ends

The intensity of the team work developed strong links between various departments in the Library and also helped to further break down the barriers between management and staff. Staff from the traditional work divisions of Information Services and Technical Services recognised common client needs and further informal teams were established. Faculty Librarians and Acquisitions staff, for example, now work more closely together with the common goal of meeting the needs of academics for their respective faculties.

Client Service Team

This team was formed with the aim of drawing together the disparate client centred activities and projects emerging throughout the Library. A certain amount of creative licence was granted to enable a different format to be devised. From the outset, this team had decided to place the emphasis on fun and enjoyment, as well as information dissemination. The team decided that the culmination of a few months of very demanding meetings and hard work should be enjoyable for the entire staff. The team's brief contained three main tasks; firstly to find an innovative means of presenting the outcomes from the QSE teams; secondly to develop a client service booklet and thirdly to implement a client service award.

Year of the Client

The team adopted the slogan: *Year of the Client* and built the program around this message. A breakfast

meeting, in the Keira View Private Dining room, was the planned occasion for the dissemination of information intermingled with fun. Creativity and hitherto uncovered talents were evident in the team presentations and other program items. One team delivered their report in story book style with a series of story tellers using a play on words; the facilitator of another team took great delight in writing a poem to get her own back on the team, whilst another used a game show style with staged audience participation. A huge calendar was used to plot the events of one team's time line and a Powerpoint presentation was made to support the presentation of the more formal information. Law Library staff member, Sandi Wooton, wrote and produced a short play entitled: *Close Encounters of the Service Kind*, which presented the quality service ethic in a humorous manner.

Client Service Committee

With the recognition that client service is an ongoing quality issue, a standing committee was established from the existing client service team members. The objectives of the Client Service Committee for its first year of office were to:

- create a positive approach to client service within the Library
- introduce a means of obtaining documented feedback from Library clients
- develop procedures for handling enquiries, comments and complaints
- develop a client service booklet
- develop service standards for all service points

In a very short period of time these objectives have largely been achieved.

Compliments/Comments/ Complaints

A simple form, entitled *Compliments/Comments/Complaints (CCC)*, located at all service points with a Suggestion Box, offers a constructive means for both internal and external clients to provide feedback. Clients who give their names receive a written reply. All comments are collated and circulated each month. Clients may also make suggestions via Innopac, using a simple function available on the online catalogue. Although numerous suggestions and criticisms are made, good service is increasingly recognised and staff are encouraged by receiving positive feedback from both their colleagues and users of Library services. It is satisfying to receive feedback which succinctly summarises the service objectives which have often taken some time to develop, for example:

As I finish this semester, I would like to definitely place on record my deep sense of appreciation for the quality of your service. You excel for you seek to improve, like asking for this feedback. Capacity to invite self-criticism is badly lacking in other organisations.

Client Service Award

The concept of a client service award was outlined as part of the breakfast meeting. It is intended to present the award twice yearly. Nominations are guided by a list of criteria established by the Committee. Contents include: feedback from CCC forms, supervisors and team members, a consistently high level of service and a demonstrated positive attitude to client service. The first award, which includes a trophy, was presented to Paula Brown, Curriculum Resource Centre Coordinator.

Our Commitment to Service

Adopting the philosophy that ownership is the key to success in implementing any new policy, a series of workshops was arranged and led by the Staff Development Officer, to seek contributions from staff on the content of the booklet. Using this feedback, *Our Commitment to Service* was produced. The booklet includes guidelines on face to face contact, handling telephone enquiries, the physical environment and teamwork. It was launched at the mid year staff meeting and has now become part of the staff induction program.

On the accomplishment of their

missions, the quality teams were disbanded and new areas for improvement were identified to be addressed by different teams. With tight time frames for the achievement of objectives, teams are discouraged from perpetuating their existence indefinitely. This policy also ensures that all staff are given the opportunity to participate in project work and to benefit from the excitement and sense of achievement generated in a successful team. Exceptions to this practice were made in the case of the Client Service Team and the Information Access Team, now both Standing Committees due to the ongoing nature of their missions.



Structure

The inappropriateness of a traditional, hierarchical structure diagram to an organisation structured around teams, has been recognised for some time. It is difficult to represent the organic, flexible aspects of team structures in a meaningful format, as well as indicating responsibilities and reporting structures. The concept developed by the Deputy University Librarian, reproduced below, attempts to depict how the disparate groupings interrelate and the holistic nature of all elements of the Library service within the parent organisation of the University. Elements of traditional organisational charting remain, represented by secondary diagrams, which list staff numbers and levels on a sectional basis. This is by no means a simple exercise as many staff work in more than one area on a regular basis, with changes in duties the rule rather than the exception. The extent of the internalisation of participative decision making and team effort was reinforced again by changing position

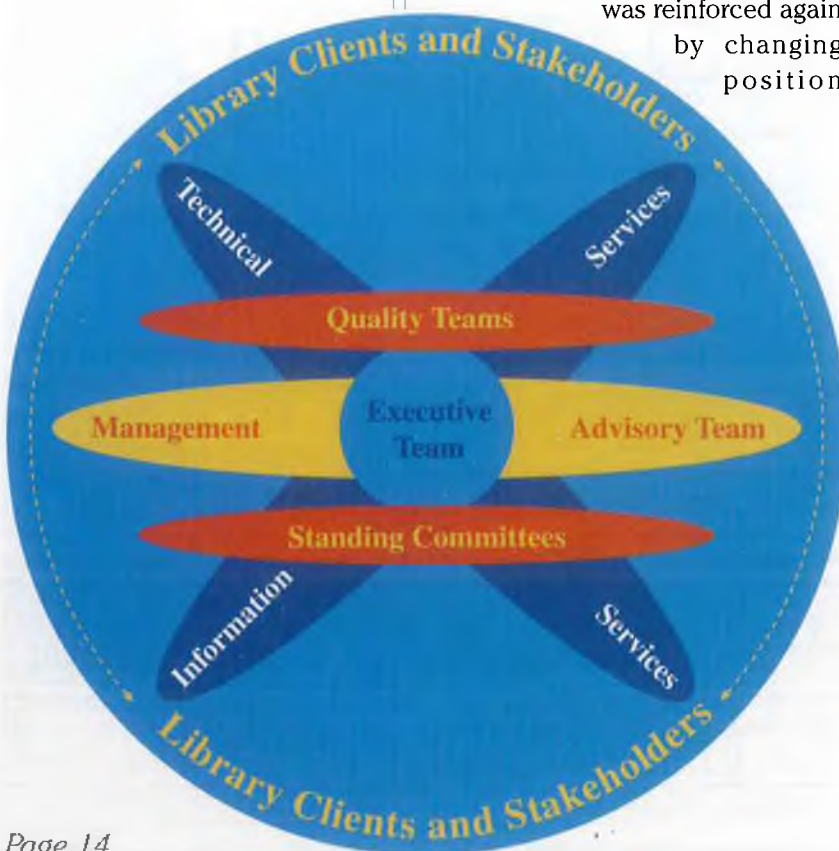
nomenclature from *supervisor* to *team leader* or *coordinator*. The change was made at the suggestion of a former *supervisor*.

Career Development

The Annual Development Review was completed by all staff mid year. The emphasis was on documenting career aspirations and concomitant development needs. These development plans are used as the basis for staff attendance at appropriate workshops, courses or conferences. Very practical career development continued to be practised at all levels with opportunities to learn new jobs, act in higher level positions or undertake new assignments available to many staff members.

Library Committee

In 1995, as in previous years, the Committee was concerned to allocate bookvote funds as equitably as possible. Development funds were used to redress a perceived imbalance in the Commerce and Creative Arts faculties funding. A Working Party, chaired by the Rev Canon Heslehurst was established to investigate the feasibility of developing a formula for allocating bookvote funds. The Working Party met twice but has now been suspended due to members' absences. The Committee also determined the basis of allocation for the Library's share of Quality Assurance Program funding and Initiatives funding. The method of allocating Interlibrary Loans funds was also addressed in detail. The Committee reviewed the draft vision document: *Prospect 2001*, deliberated on guidelines for the multidiscipline fund and recommended changes to loans conditions. Library management was appreciative of the hard work and informed advice provided by Committee members.



Awards

Rita Rando Merit Award - This award was established by the Staff Training and Development Committee three years ago as an ongoing memorial to Rita Rando who made a seminal and continuing contribution to staff development. Acquisitions Officer, Bernadette Stephens, received the award for her consistently outstanding work, her technical expertise, her commitment and her willingness to accept challenges.

Vice-Chancellors Awards for Outstanding Service - Faculty Librarian, Catriona McGurk and Research Services Librarian, Pam Epe were both recipients of the Vice-Chancellors Awards for Outstanding Service. Catriona was recognised for her determined efforts to have information literacy skills included in the curriculum. Her work in the development of the new Arts 101 subject - *Analysis, Research and Technical Skills in the Arts*, made a major contribution to the achievement of this goal. Pam Epe was recognised for the consistently high standard of the service she has provided over many years to both internal and external clients and for the development of specialist library and information services, particularly those available electronically, to the University's researchers.

Client Service Award - The inaugural Client Service Award was made to Paula Brown, Curriculum Resources Centre Coordinator, for her continuous commitment to meeting the needs of her clientele in the Faculty of Education and for the improvements made in service levels since she assumed responsibility for the operation of the CRC.

Representation

Felicity McGregor was re-elected to represent general staff on the University Council and continued

to serve on the Administrative Committee of Council. She was also asked to join the inaugural General Staff Development Advisory Committee, which made considerable progress in establishing the framework and funding for an improved general staff development program.

Helen Mandl was asked to serve on the University's Working Party on Affirmative Action; her contribution was very favourably regarded by other members of the working party.

Lynne Wright and Catriona McGurk were members of the University Education Committee's Working Party on Comprehensive Information Literacies and were primary contributors to that body's

application for funding from the Strategic Development Fund.

Individual contributions from Library staff to all aspects of the work of the Library and the University are too numerous to mention. Increased recognition from many sources, both internal and external to the University, are a tribute to the initiative, commitment, accomplishments and persistence of staff. Not least of their achievements is the culture staff have engendered in the Library, a culture which is positive and harmonious and, at the same time dynamic, open and forward looking.

Felicity McGregor
Deputy University Librarian



The Client Services Award: the Library's logo sculpted in resin.

Staff Development

The Staff Development Officer's absence on maternity leave from September provided a development opportunity for another staff member, Chris Faricy, to pursue her interest in administering staff development programs. Chris coordinated staff development for two days per week while maintaining her commitments as Health and Behavioural Sciences Faculty Librarian.

Staff development programs, particularly those focussing on client service skills, were extended this year to all limited term and casual staff. Coupled with regular client service training for all staff, the improvement in service standards was evident and was reflected in numerous favourable comments from clients.

With training programs in core skills such as client service and teamwork skills well established, increased effort will be directed to the identification of individual development needs. This process commenced with an analysis of training needs for Levels 2 and 3 staff. Both staff and supervisors were consulted to determine important issues to be included in a questionnaire. The results from the questionnaire will be used to identify core training courses for staff at Levels 2 and 3. Other levels will be progressively surveyed.

The following programs were presented by the Staff Development Officer (Lorraine Denny or Chris Faricy) and other Library Staff:

Client Service Skills

Team Building and training in computer applications were all conducted regularly, so that new

staff acquired skills of key importance and existing staff were able to update their skills.

Self Disclosure/Assertiveness Techniques

Acquisitions staff participated in *Self-Disclosure* and *Assertiveness Techniques* workshops, which built on their basic teamwork skills.

Managing Conflict at Work

This workshop, requested by the Interlibrary Loans team, also built on teamwork skills.

Information Desk Refresher Courses

In order to maintain and develop their information retrieval skills, a number of Information Desk Refresher Courses were offered to all Information Desk staff during December. These sessions were facilitated by the Faculty Librarians or the Research Services Librarian. The workshops included: *CD ROM Indexes*, which introduced revised CD ROM menus; *Introduction to the Australian Bureau of Statistics (ABS) Collection* and *Government Sources of Information*.

Feedback Skills

All staff participated in *Feedback Skills* training as part of an overall strategy to improve the effectiveness of the Annual Development Review process.

Service Burnout Workshop

The Staff Development Officer conducted a *Service Burnout Workshop* for the Loans Team. The aim of this session was to assist participants in identifying sources of burnout in their job and to help them develop coping mechanisms.

Writing Job Applications Workshop

This workshop was conducted as a result of the *Training Needs Analysis* for Level 2 and 3 staff and to assist staff in career development. The workshop included selection processes and was co-presented by the Information Services Librarian.

Returns Room Training

This was the first in a series of training sessions in procedures, offered by the Loans Coordinator, for staff from other Library departments who were willing to assist in Loans during busy periods.

Telephone Techniques

A telephone techniques training program was developed and presented to all new staff as part of their induction process. A telephone policy and procedures document was also developed.

Annual Development Review Training for New Supervisors

This workshop was conducted by Robyn Weekes (Personnel Services) and was supplemented by a session entitled: *Setting Objectives*.

Library Sessions for General Staff

Library sessions for General Staff were conducted over two separate weeks in August, the second week being a repeat of the first. Fourteen sessions were held which included tours of the Library, an overview of Library services and CD ROM and Internet sessions. Ninety one staff attended, with the most popular sessions being those relating to the Internet.

Staff Training and Development Committee

The Committee again selected the recipient of the annual Rita Rando Merit Award. Bernadette Stephens,

from the Acquisitions Team, was chosen for her consistently outstanding work, her commitment, willingness to accept challenges, availability to assist other staff and, not least, for her sense of humour and tolerance.

The Committee developed a strategic plan for staff development in 1995-96. Progress towards achievement of objectives was monitored at each meeting.

The Staff Development Officer presented a paper and workshop at the 8th National Library Technicians Conference held in Darwin. The paper was entitled *Providing Quality Service in Your Library* and the workshop, *Giving and Receiving Criticism*. Comments from the conference delegates indicated considerable interest in the topic and appreciation of the practical nature of the information presented.

The Staff Development Officer coordinated the Client Service Committee and was responsible for compiling and circulating the *Compliments/Comments/Complaints* forms and coordinating responses from the appropriate staff members.

Two client service booklets were produced to support the *Year of the Client* initiatives. The first, entitled *Introduction to Quality Client Service at the University of Wollongong Library*, was distributed to all staff. The second: *Our Commitment to Service*, includes guidelines on standards for interacting with clients, response times for enquires and aspects of teamwork. The standards were discussed and agreed by all staff in a series of special workshops.

Study Time

Eight staff members had study time approved for the University or TAFE course in which they were enrolled.

Promotions Committee

The Promotions Committee was formed at the suggestion of a Staff Training and Development Committee member to improve the marketing and visibility of Library services. Many of the initiatives from the Committee have elicited a positive response from both the Campus Community and members of the public who have visited campus. The following are the highlights for 1995:

- Introduction of a *Sandwich Board* which is placed outside the Library entrance to advertise the day's workshops and classes
- Launching of the Library's T Shirts at the *Client Service Breakfast*. These shirts will be worn by staff at functions which involve liaising with clients, such as Open and Orientation Days
- Acquisition of two Library banners which will be displayed from the Library balcony for promotional activities such as Open Day
- *Focus on Asia* exhibition from the British Council. An official launch was held for this display, with invitations being sent to key people on campus
- Substantial displays for *Library Week* and *Aids Awareness Week*
- During Orientation Week and the first couple of weeks of session, an Information Booth was located in the Library Foyer and was decorated with helium filled balloons and staffed by Library personnel who could assist clients with general questions.
- In conjunction with the Faculty Librarians, the Committee assisted with preparation for the Library's Open Day activities, in particular, an exhibition of World War Two books and memorabilia. Internet workshops were also organised, with

more than two hundred people enjoying the presentations.

- articles outlining new services and other Library-related activities appeared in nearly every issue of the University's newsletter, *Campus News*.

Chris Faricy
Acting Staff Development Officer

Publications

Hyland, P & Wright, L (1995) **Profile of patrons and their use of CD ROM databases in an academic library**, *The Australian Library Journal*, May, 44 (1).

McGurk, C & Wright, L (1995) **Developing a Skills Inventory for Diverse Learning Environments** a workshop presented at the National Information Literacy Conference held in Adelaide.

McGurk, C & Wright, L (1995) Chapter, titled "Curriculum based information literacy skills for first year undergraduate students", in **The Learning Link, Information Literacy in practice**, edited by Di Booker, Auslib Press, Adelaide.

Organ, MK & McGurk, C (1995) **Visualising History - New Tools for Old Tasks** Paper presented at the Annual Conference of the Royal Australian Historical Society, University of Wollongong, October.

Organ, MK & Svensen, S (1995) **Research Assistants in the Clever Country**, *Australian Universities' Review*, 38(1), November, 50-3.

Staff Development Programs

All staff participated in at least one staff development activity during the year. This may have been a program developed by the Staff Development Officer or other Library staff, a workshop presented by the Career Development Unit or an external conference, seminar or course. The following list is not exhaustive but is indicative of the range and variety of relevant training and development opportunities available to Library staff:

Accelerated Training Techniques for Professional Trainers	Learning for Life: Information Literacy and the Autonomous Learner
Acquisitions Basics	Managing Conflict at Work
Administrative Assistants: Personal Development Program	Management Skills for New Supervisors and Managers
Annual Development Review for Library Supervisors	Managing Meetings
ARLIS/ANZ Conference - Art Librarians - Pictures and Pixels	Managing the Electronic Library
Assertiveness Training	Marketing for Libraries and Information Science
Beginners Statistics	Moys Classification Scheme Workshop
Better Business Writing	National Cataloguing Conference
Client Service Follow-Up: Review of Action Plans	Prism Training Seminar National Quality Management Conference
Client Service Skills Workshop	DA Electronic Media
Creative Training Techniques Workshop	Performance Indicators
Delivering the Goods: Rethinking Interlending and Document Delivery	Quality Teams Network Conference
Document Supply Seminar	Queensland State ALIA Conference
Edutech Education and Training Technology Exhibition	Questioning Techniques
Electronic Document Delivery	Re-engineering Technical Services Seminar
Fantastic Futures: Virtual in the Flesh	Report Writing Workshop
Feedback Skills Workshop	Research Opportunities in Archives/Records Management
From Library Automation to Information Strategies	Scientific Publishing
Getting a Handle on E-Journals	Service Burnout
Global Competencies Conference	Setting Objectives
Health ROM Workshop	Stress Management
How to Manage Multiple Projects, Meet Deadlines and Achieve Objectives	Sydney Electricity 4th Annual Quality Day
Information Online and Ondisc 95	Synergy in Sydney Conference
Introduction to Train the Trainer	Team Building Workshop
Job Application Writing Workshop	Team Communication Skills Self-Disclosure
Job Representative II	Techs at the Top - Library Technicians Conference
	Understanding Copyright Seminar
	Working with Students with Disabilities
	Writing Reports and Proposals Workshop

Research Services

The Research Services Librarian is responsible for the provision of personalised services to researchers. This includes investigating information sources on the Internet and promoting their use. The provision of research support is provided in close liaison with faculty librarians and recognises the strategic importance of research to the achievement of the University's mission.

A major focus of Research Services during 1995 was on improving awareness of the services provided by the Library both on campus and via the Internet. Promotion was by a variety of means including the publication of a regular newsletter, specialised information sessions targeting particular services and direct contact with individuals.

The Research Services Librarian continued to coordinate the production of the Library newsletter, *Library News*, which commenced in 1994. Although the newsletter was originally aimed at academic staff, circulation was extended from the 1995 Spring session issue to include all Library clients.

A program of information sessions for academic staff was held again during the mid year break. The program included a general introduction to the Library as well as more specialised sessions on how to use the Internet as well as the various databases available on it. The presentation of sessions on *Netscape* was in association with Wendy Smith from Information Technology Services. Attendance for the sessions totalled 214 compared with 101 at the 1994 sessions. The most popular sessions were those relating to the Internet.

Following the success of the academic sessions a similar program was run for general staff. These were conducted in August and attracted an overall attendance of 91 people. The Internet-related sessions were the most popular and reflect increased reference to it in the popular press. A separate *Introduction to the Internet* session was held in November following a request from Landscaping staff. The general staff program will be offered again in 1996.

During October, the Research Services Librarian and the Electronic Services Librarian, Neil Grant, were invited by the Wollongong City Library to conduct introductory Internet sessions for members of the community. These sessions were well attended and were part of a special Internet promotion conducted by the City Library.

As a member of the Library's Promotion Committee, the Research Services Librarian was involved in a number of additional activities throughout the year. These included displays in May for Australian Library Week and Aids Awareness Week as well as for the University Open Day in August. In addition, a special British Council book display, *Focus on Asia*, was held during October.

The Research Services Librarian conducted a number of the Lunchtime Workshops which formed part of a program coordinated by the faculty librarians' group. The workshops covered a range of subjects targeted at the specific needs of students and academic staff. In addition, as part of the Library Staff Development program, the

Research Services Librarian conducted an introductory lunchtime workshop on Internet resources for Library staff.

The need for specialised research services has been demonstrated by the intensive use made of the service by a small, but growing, number of researchers. Although the appropriate faculty librarian remains the primary provider of assistance to members of the faculty, the Research Services Librarian has

access to resources which enables more in-depth support to be made available. During 1996, further promotion of research services will occur to ensure support for staff applying for research grants and to ensure that academic staff and research students have the best possible access to information resources.

Pam Epe
Research Services Librarian



Technical Services Division

Staffing for Systems Support

An increasingly diverse systems support infrastructure developed during 1995. The Library Systems Manager role was altered in late-1994 to account for changes in the management of the Technical Services Division, and the need for increased Innopac support as the new software was brought online. The Assistant Technical Services Coordinator role was redefined as the Systems Librarian position.

Two staff, appointed as systems support officers-in-training in 1994, were formally designated systems support officers and continued to rapidly accrue hardware and software problem diagnosis skills in 1995. They both assimilated a range of systems support duties as their knowledge base increased and actively sought additional responsibilities within the section.

Other staff gained experience in systems support on a part-time basis. A member of the Cataloguing team worked with the Systems Librarian on issues related to the Innopac system and is developing training skills. The Electronic Services Librarian assumed responsibility for developing Library's World Wide Web (WWW) services and development of access mechanisms for databases offered through the Library's local area network, the campus network and the Internet. The Electronic Services Librarian is also charged with assessing client needs in relation to the databases offered by the Library and for assessing new titles for possible inclusion in the service.

In addition, several section leaders have developed detailed

knowledge of the Innopac software used in their respective areas and can be called upon to reliably research, test, assess and deploy new functions as needed.

Staffing Technical Services

A Restructuring Project Team, led by the Technical Services Coordinator recommended the establishment of a number of processing teams within the Division in late 1994. These teams were established in 1995, timed to coincide with the implementation of the Innopac system, and designed to take advantage of the efficiencies the new software offered. The teams effectively replaced the formal department based structure of the Division. They include the Serials Processing, Orders Processing, Cataloguing, Interlibrary Loans, Systems Support and Materials Processing teams. A number of staff in the Division participate in the work of more than one team.

Achieving Goals

A significant increase in liaison between Acquisitions staff and faculty staff has occurred, meeting a major objective of improving the amount and quality of information delivered to the campus community. The variety of reports now in place for communicating ordering and expenditure activity to academic staff has also supported achievement of this objective.

Development of WWW capabilities has continued, supporting the goal of increasing accessibility to Library services. While much work is still to be done, a WWW request service for document delivery is under development and increasing use is made of the Library's WWW page

for promulgating information about, and access to, Library services.

The various processing teams in the Division are working on establishing guarantees of service excellence and reliable measures of performance.

Major improvements in processing times and in the accuracy of information about the Library's collections available to clients have accompanied the introduction of the Innopac system. Many procedures have been revised and streamlined, with ongoing monitoring and reassessment an enduring objective within the Division.

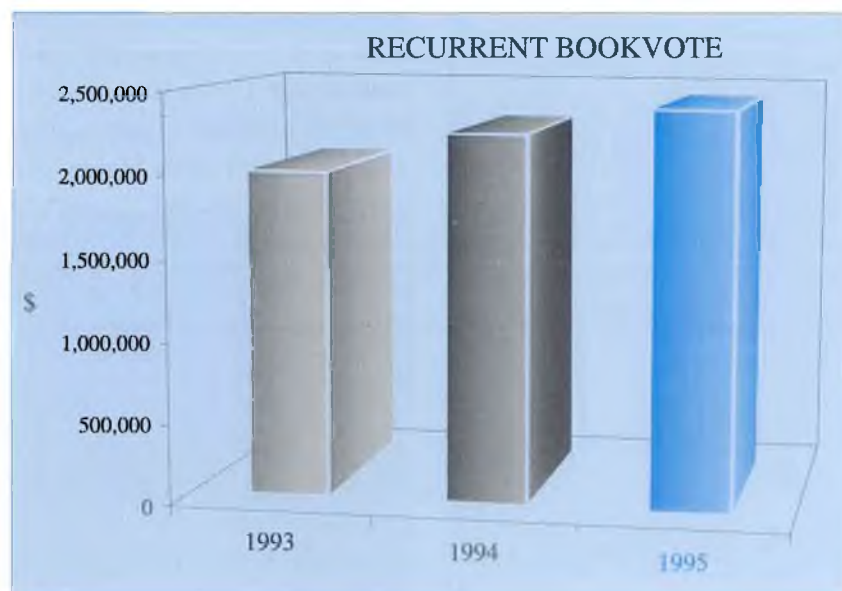
Library Materials Budget

The 1995 bookvote was increased by approximately \$140,000. The supplementation came from the University's General Development Funds and indexation. Funds were used to increase the recurrent allocation to serials purchases, to increase the allocation to the Faculty of Creative Arts and to support Interlibrary Loans.

In addition, funds allocated to the Library from the University's successful attraction of Quality

Funds, were distributed amongst the faculties for the purchase of non-serial materials to support priority research programs and teaching initiatives in areas with inadequate library resources. Quality funds were also used to purchase additional copies of heavily used items, an improvement in resource availability which was particularly welcomed by undergraduate students.

Neil Cairns
Technology Development
Librarian



1995 saw the implementation of the Library's new integrated online system (Innopac), and the subsequent decommissioning of the PALS system. The Acquisitions and Serials departments began using the software in November 1994 and at the beginning of first session 1995, the Loans and Reserve and the online public access catalogues were implemented.

Extensive testing preceded introduction of the various Innopac modules throughout the year. Electronic ordering, automated invoice-processing, electronic mailing of circulation notices and links to the University's finance system, for recording patron fines and payments, were among the functions tested and/or implemented.

In August 1995 the Innopac system was upgraded from release 8.1 to release 9 and, in November, to release 9.1. This enabled various departments to access new functions and, in some cases, new modules on the system. The new releases allowed clients to once again place their own holds for items on loan. They can also check the status of their own borrowing record. Library clients can see the exact status of any item in the database, if it is on loan, on order, missing or at binding.

The Systems Team provided a terminal, access and training for the Post Office in the University Union to use Innopac. Post Office staff now collect all Library fines, enabling clients to pay fines at a service point which is open for longer hours and on weekends during session.

The Team has an ongoing commitment to assisting all Library

staff in the use of the technology underpinning Library services and has, to this end, provided both formal and informal training. Much of this training has been for various software packages such as email and word processing and other applications, while other training has been provided for network access, database access and basic computer troubleshooting. Training in the use of the Innopac system is provided on an ongoing basis by staff in all sections of the Library, as new developments and procedures are implemented.

One of the Systems Team's ongoing objectives is to improve access to Library systems and services. To achieve this, a new, more user-friendly menu was developed for CD ROM access. The menu is now discipline-based and is easier to navigate by first-time users. A comprehensive statistics-gathering package was developed by Peter Hyland from the Department of Business Systems and this is incorporated into the CD ROM menu. The package collects an array of data concerning database use, user preferences and impressions of the service. The CD ROM room in the Library was reorganised and four Pentium-equipped machines were added. The first of the Library's multimedia machines was also installed.

The Silverplatter Electronic Reference Library (ERL) software and a Unix server with 22 gigabytes of mass storage was installed allowing multi-user access to the most highly-used bibliographic databases. Client software for Macintosh, Windows and UNIX workstations can now be downloaded from the server by staff

at workstations throughout the campus. Increasingly, the databases to which the Library subscribes will be made available from such servers to all parts of the University, reducing the maintenance and access limitations characteristic of CD ROM server technology.

Enhancements have been made to the display equipment in the Library's seminar rooms to cater for the increasing numbers of clients taking advantage of Library-run training sessions and presentations. Liquid crystal projection panels are permanently connected to fast PCs in both of the main teaching/presentation rooms.

One of the Systems Team's goals for 1995 was to develop formal backup procedures for file servers and core

hardware in the Library. Following consultation with Information Technology Services, backup procedures are now in place for the LAN servers and UNIX servers used by the Library. Backup procedures for the Innopac Loans Module have been tested under *live* conditions and found to be successful, enabling vital circulation functions to be maintained with minimal inconvenience to clients and no loss of critical data.

External investigation was conducted into the viability of an Online Document Delivery Request service. This will be developed in 1996 as part of the ongoing development of the Library's World Wide Web page.

Karen Lunt
Systems Librarian



Acquisitions

Developments

Additional funding for Library purchases allocated from the University's share of the Quality Assurance Program for 1994/5 and the implementation of the new Library system both had a major impact on the Acquisitions Department in 1995. Quality funds totalling \$460,000 were available for Library materials; of this, \$250,000 was used to purchase multiple copies of frequently used items, including texts and references and \$210,000 was used to purchase non-serial items to support priority research programs and major teaching initiatives. Although the additional purchasing power was most welcome, workloads were substantially increased and necessitated the employment of casual staff in order to maintain established bookvote spending targets, as well as expending quality funds to provide maximum advantage to students and staff.

The Department's key objectives for 1995 were to increase the involvement of Acquisitions staff in the selection of course material and resource planning and to improve selection processes. These strategies aimed to ensure relevance to the current teaching and research programs within the University, while providing an efficient, timely and high quality service.

Increased liaison between Acquisitions staff and Faculty Librarians led to improved resource planning, comprehensive support and information sharing when staff attended Faculty or Departmental meetings, the annual Library Liaison Officers meeting and in the development of an information package for the Liaison Officers. *The*

Liaison Officers Information Package included information on: Library opening hours, borrowing conditions, how to place orders, who's who in the Library, the Library floor plan, a calendar of dates, how to access the Library catalogue and the Internet, the role of the Library Liaison Officer, Interlibrary Loans and policies on collection development and purchasing. Guidelines were developed to guide Faculty staff in considering Library resource implications for new courses/subjects. The quality review funding was used for resource planning and selection, filling some gaps in the collection by adding new and additional copies of titles.

Implementing the Innopac Library system consumed considerable staff time as work flows were reorganised, new accounting methods and reporting formats were established and staff learned to use the system. Benefits of the system included improved communication between Acquisitions staff and the academic departments, mainly through the provision of online reports on orders and on recently catalogued items in specific subject areas.

The system's extensive functionality meant improved overall budgetary control including the analysis of currency changes. Monitoring of the use of purchased material was also improved, enabling Acquisitions staff to more easily identify and purchase additional copies of titles in high demand. The system also permits patrons to make suggestions through the Library catalogue for items to be included in the collection. Suppliers' performance can be monitored more readily, permitting the development of standards for ordering and receipt

of items. Analysis against these standards can be passed on to suppliers thus reinforcing the importance of timeliness and cost effectiveness in selection and supply.

Another strategy to minimise supply time was the introduction of electronic ordering which was tested with all major suppliers during the year. Workflows were reorganised to encompass this process. Electronic ordering will commence in January 1996. The Union Bookshop developed a new interface with the Library which enabled Acquisitions staff to order titles online. The Library has an excellent arrangement with the Bookshop to supply all titles on reading lists which the Library does not already hold.

The Library received donations for the purchase of titles in specific areas from the Australian Institute of Mining and Metallurgy and the Water Research Foundation of Australia. Donations were also received from BHP Institute for Steel Processing Products; Dr B. Martin (Department of Science and Technology Studies) donated approximately one hundred and fifty new review titles and Mr W.

McGaw (Training and Education) donated a large collection of English literature titles.

Staff

Career development and multiskilling opportunities were provided for several staff in Acquisitions work. A six month limited term Acquisitions Officer (in Training) position was temporarily created in response to the additional work associated with quality funding. A Loans staff member successfully applied for the position. A temporary job rotation between an Acquisitions Officer and the Reserve Officer was made permanent during 1995, in response to a proposal submitted by both staff members. The Acquisitions Finance Officer was given the opportunity to work in the University's Financial Services Branch one day a week for a six month period, consolidating communication with and understanding of the Financial Services and Acquisitions processes. Acquisitions staff continued to assist at the Information Desk and in Cataloguing.

Barbara McGuire
Acquisitions Coordinator

Developments

The implementation of the new system, Innovative Interfaces (Innopac), resulted in various changes for the Serials Department. The Serials Team commenced the year by creating the records which enable staff to check in new serial issues, known as *check-ins*. Over four thousand records were created in the span of only three months. As part of this process, staff amended existing information, thus improving the accuracy of *check-ins*.

The introduction of a new system provided the opportunity to review workflows, processes and procedures to ensure that services were responsive to client needs. As staff became more familiar with the system, further improvements were identified which reduced any double handling and unnecessary paper files.

A large proportion of serials subscriptions has been ordered online for the last few years, however, the implementation of an integrated system has eliminated the need to search more than one system. Previously, the PALS catalogue, the old inhouse system *Perfect* and the online suppliers' ordering systems all had to be checked separately. It is now necessary to check only Innopac and the suppliers' ordering system.

Towards the end of 1995, online invoicing was trialed with a major supplier, Blackwell's, (U.K. and USA). After some of the initial problems are resolved, this process will eliminate much of the keying previously involved in the payment of invoices.

The Systems Librarian designed a program to extract information from Innopac and generate accurate and detailed serials expenditure reports. This information will be printed in a simple format which will be distributed to faculties in 1996.

Serials and Cataloguing staff commenced a project which has the objective of completing and improving serials holdings information in the public access catalogue. The project is expected to continue for the next two years.

Additional shelving was acquired to accommodate the continually growing serials collection. A large part of the collection was rearranged by the serials shelving staff to allow for expansion and to improve access. This move has allowed for five years of growth in the serials collection.

In 1995, one hundred and eighty new serial titles were prepaid to commence at the start of 1996. This welcome increase in the range of titles was made possible through a combination of sound financial management, a relatively stable Australian dollar and a decline in the rate of serial price inflation, compared with previous years.

Staff

Staff restructuring enabled the position of Serials Coordinator to be created and Kim Misios was appointed to this position towards the end of the year. One of the major objectives of the position will be to develop a process for ascertaining serials use which is acceptable to the academic community. The Serials Coordinator also has a major role on the relevant quality team and in coordinating the work and

development of the Serials Team.

The Technical Services Coordinator continued to have a major role in managing the Serials Department, consistent with her responsibility for serials expenditure and overall bookvote management. She also served on the Information Access Quality Team and was central to the process of redesigning the physical layout of the Technical Services area to reflect changed workflows and processes.

Multiskilling strategies continued to be implemented through job sharing arrangements amongst Serials, Materials Processing and Loans staff. Serials staff also provided assistance to the Loans Team as part of the *helping out* policy.

Serials staff commenced the

process of determining performance standards which will ensure that services continue to be improved. These standards will be reviewed and published in 1996.

Petra Carpenter
Technical Services Coordinator



Interlibrary Loans

Developments

The Interlibrary Loans department experienced a number of changes as a result of the installation of the Innopac system. Record keeping improved with the use of the reporting facilities available through the system and turnaround times also improved as a direct result of the ease of use and efficiency of the new system.

The Library Committee resolved that in 1995 faculties would be responsible for the allocation of Interlibrary Loans funds amongst departmental staff and postgraduate students. The change was made in an effort to contain the rapidly increasing costs of Interlibrary Loans and to allow a greater flexibility in the use of bookvote monies to meet faculty needs. In several cases, departments depleted

their funds earlier than anticipated. The method of allocation of funds to Faculties will be further reviewed in 1996.

Interlibrary Loans staff developed new procedures to support the allocation of funds by Faculty. Expenditure reports were introduced to inform departments of their monthly Interlibrary Loan spending.

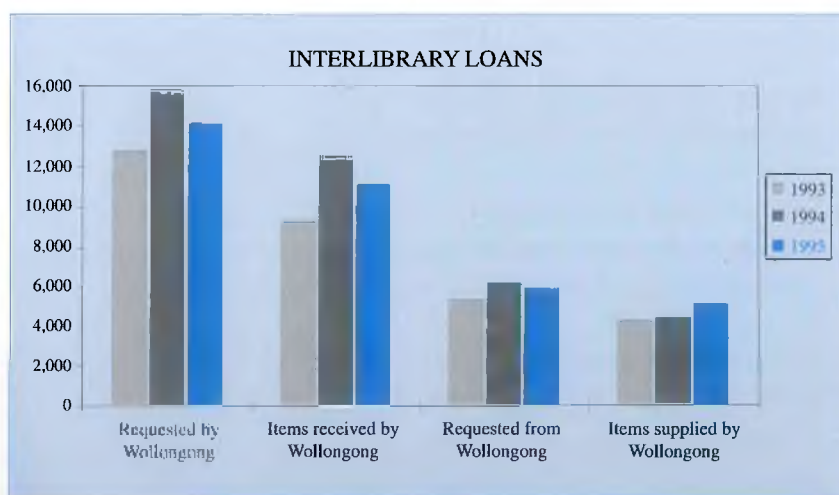
One effect of the new fund allocation method was a reduction in the number of requests submitted. In terms of supplying other libraries, however, the Interlibrary Loans workload increased by 20% on 1994 figures. As Interlibrary Loans internal workload was reduced, external requesters were able to be supplied at a faster rate. Statistics indicated that by supplying Interlibrary Loans faster, more requests were received due to the department's reputation for speedy delivery.

All Interlibrary Loans staff provided input into developing service standards. These standards include: supplying 80% of requests within 28 days, processing requests from both internal and external requesters within 48 hours of receipt and giving top priority to Fastrack requests, which are requests for material urgently required.

Staff

Multiskilling strategies continued to be implemented with one staff member spending two and a half days a week in Acquisitions to learn end processing, checking orders and other aspects of Acquisitions duties. Another staff member accepted a six month limited term position as an Acquisitions Officer.

Shauna Miller
Interlibrary Loans Coordinator



Cataloguing

Developments

Cataloguing staff developed and consolidated their skills in using the Innopac library system during 1995. At the same time, new workflows designed to take advantage of the capabilities of Innopac, were put in place and refined as necessary.

The installation of X-terminals was a notable advancement. The main feature of this technology is that it enables staff to run a number of concurrent sessions on the one screen. Cataloguers, therefore, have found it extremely useful to be able to access ABN (Australian Bibliographic Network) while they are updating records on Innopac and this facility has noticeably accelerated the cataloguing process.

The combined advantages of the X-terminals and Innopac were reflected in the cataloguing output statistics for the year, which showed that approximately 3,400 more new titles had been processed during 1995 than in the previous year.

The comparative ease of correcting and enhancing records on the Innopac system allowed a considerable number of long-standing errors to be amended, and, while achieving a completely accurate database remains an ongoing objective, good progress was made. One major project conducted during the year was an upgrade of the Curriculum

Resources Centre's records onto Innopac. Previously CRC material had not been accessible on the general online catalogue and circulation access was via a manual system. CRC staff provided welcome assistance and performed the majority of the work on this project.

Cataloguing staff prepared their 1995-96 strategic plan and progress has already been made on a number of the objectives, including the development of service standards. These standards include: processing new monographs within three weeks of receipt, cataloguing urgent items within 24 hours, dealing with problems relating to item (circulation) records on the day of receipt, immediate attention to queries regarding the location of material and giving high priority to amending reported catalogue errors.

Another objective was to update the departmental work procedures manual, which was nearing completion by the end of the year. Pleasing progress was made towards other goals, particularly those focussing on improving Innopac access and taking full advantage of the system's capabilities.

Staff

Rod Higham continued to attend the quarterly meetings of the NSW ABN Users' Group which, in 1995, was heavily involved in discussions

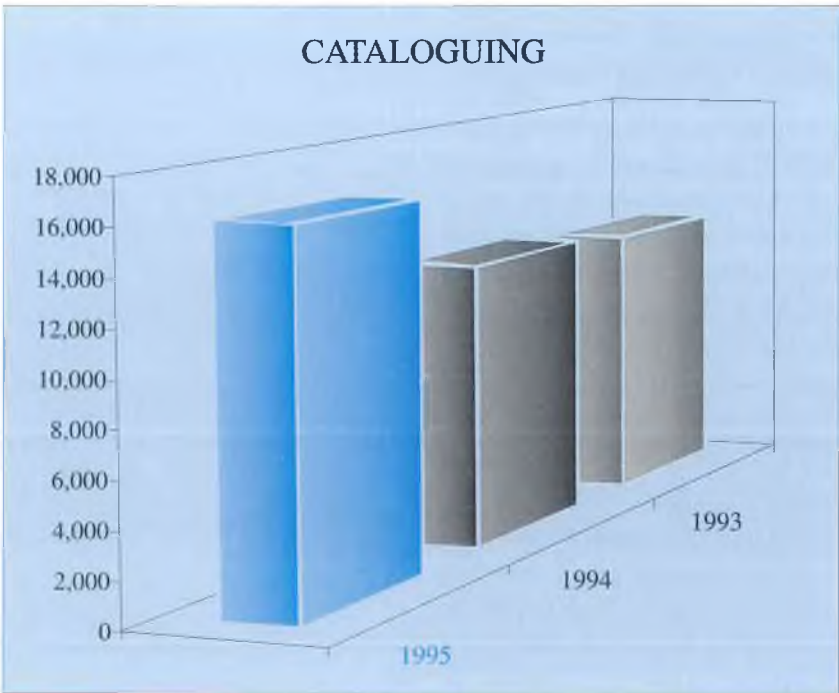
on the current ABN redevelopment project. He participated in the Serials Quality Team, which is examining ways to improve the selection of, and access to, serials in the Library. While in New Zealand earlier in the year, Rod paid a

reciprocal visit to Auckland University Library. The cataloguing system, Technical Services workflows and the organisation of the branch library at Tamaki Campus were the areas observed in most detail.

One member of the Cataloguing staff spent one day per week gaining experience in systems work, to further her development as a systems *troubleshooter* for the Technical Services area.

Staff also participated in a variety of Quality teams: the Shelf Trek Team, the Ready Reserve Team and the Client Service Committee. Cataloguing staff continued to provide assistance in staffing the Information Desk throughout 1995.

Rod Higham
Senior Cataloguer



Information Services

1995 was a year of significant achievement and consolidation for the Division. In a rapidly changing environment, staff in Information Services took significant steps to adjust services to recognise the impact of these changes and to further improve the level and quality of services offered to clients.

Recognising a need for librarians and academic staff to collaborate in the educational process in order to foster information literacy skills in graduates, Faculty Librarians increased their profile in the faculties and expanded the range of library skills classes provided to staff and students. Their activities were guided by the following definition of information literacy:

to be information literate an individual requires skills which enable the recognition of the need for information and the ability to locate, evaluate and use it effectively

A second successful academic forum to discuss information literacy and related topics was conducted. Staff were pleased with the enthusiastic response from academics to the idea of working with library staff to clarify objectives relating to research skills and to explore a variety of methods to meet these needs.

Thus, *Information Literacy* was the key focus of activities for the Faculty Librarians' team and was actively promoted by their enthusiasm, research and commitment. To promote the types of quality services offered in the Library, Lynne Wright and Catriona McGurk presented a workshop at the National Information Literacy Conference held in Adelaide in November, entitled *Developing a*

Skills Inventory for Diverse Learning Environments. They also contributed a chapter to the book *The Learning Link: Information Literacy in Practice*, which was launched at the same conference. The chapter, titled *Curriculum Based Information Literacy Skills for First Year Undergraduate Students*, is a case study centred on the information literacy programs for first year undergraduate students at the University of Wollongong Library

It will become increasingly important for Library staff to promote and publish their achievements and to seek new ways of funding improvements to services. One outstanding example of this was achieved by the end of the year, when Helen Mandl, Faculty Librarian for Informatics, accepted the challenge of coordinating, applying for and successfully obtaining a Teaching Development Grant from the Grants and Awards Subcommittee of the University of Wollongong's Education Committee. These grants were one of three major categories of funding made available from the 1994 Quality round to support educational development initiatives. A Library Project Team, comprising Sue Craig, Susan Jones, Helen Mandl, Catriona McGurk and Lynne Wright, will coordinate the development and implementation of the course in 1996. The practical outcomes of this project, entitled *The Research Edge - post-graduate information skills*, will be a series of teaching modules which can be used by Library teaching staff and possibly by academic staff, to teach information literacy skills to post-graduate students. *The Research Edge* is a unique program and represents the

Library's first successful foray into the competitive arena of teaching grants in the University.

During 1995 the Library continued to provide off-campus services for PAGE (Professional and Graduate Education) students. These services include a phone, mail, e-mail, fax request, reference service and a postal service for Library materials. The number of courses offered by PAGE continues to grow, currently catering for over 200 students.

In 1995 the Library became a member of the Open Learning Library network, providing on-campus Library services to all Open Learning students who chose to enrol as borrowers. The Library also offered a number of Saturday morning Library tutorials for Open Learning students, covering topics such as the research process, searching the Catalogue, and the use of journal indexes and CD ROM databases.

The Library aims to provide all clients with equitable access to its collections and services in a manner appropriate to their individual needs. Equity initiatives for the year included: attendance by supervisory staff at workplace awareness sessions conducted by the University's EEO unit, representation on the University's Disabilities Committee, staff assistance for individuals with special needs and the provision of the Access room, which is furnished by the University's Counselling service with ergonomic furniture and equipment such as braille printers and a voice dictation system.

Although the Library's strong service ethic and responsiveness to clients' needs is outlined in policies and guidelines, there have been few formalised attempts to gain feedback from clients. A series of

structured interviews of representatives of major client groups were conducted in 1994 to elicit information on the Library's performance against client expectations. The data gathered during these interviews was analysed in 1995 and a questionnaire developed, to be used in the future as tool to measure further improvements in service. This survey was distributed to all academic staff and to a random sample of postgraduate and undergraduate students. The results of the survey will be analysed early next year and used to determine which projects for improvement will have the highest priority in 1996.

As part of the ongoing process of seeking client feedback, meetings were held with representatives of the Student Representative Council (SRC) to discuss methods of improving communication between the Library and the student body. Resultant from this was a regular Library space in the SRC's newsletter. Students were represented on two of the Library's Quality Teams.

Strategies to improve staff training and staff involvement in planning and decision making paid dividends, evidenced by the calibre, flexibility and commitment of the current Library staff members. In view of the expanded role now expected of staff and the rapid rate of change in information service provision, the challenge for the future will be to continue to ensure that the Library has a flexible approach to change, continues to appreciate and encourage the efforts of individual staff members and, most importantly, to ensure that services are responsive to client needs.

Sue Craig
Information Services Librarian

Reference Services

The numerous achievements of Reference staff during 1995 were the result of careful planning, a proactive approach to service, a willingness to implement new ideas and a commitment to achieving Library and University objectives.

Reference and Information Desk Services

In pursuit of an improved information service, the Information Desk team researched and discussed the most suitable method of providing both a quick enquiry service and an in depth Reference service. The result was a referral system from the Information Desk to the Reference Desk when detailed instructions or explanations were required, such as detailed guidance on search questions. Much of the impetus for this initiative came from the expansion of Internet and CD ROM reference sources. Service guidelines and standards for the new approach were instituted and reviewed during the year. These will be periodically reviewed, updated and adjusted in response to client feedback.

The Reference Desk is staffed by the Faculty Librarians and other experienced professional librarians. The Information Desk is staffed by para professional and professional staff from all sections of the Library. An extensive training program for Information Desk staff was conducted, with ongoing refresher training sessions held throughout the year. A total of twenty seven staff members are involved in the combined Reference and Information Desk services.

To further enhance the quality of service, two staff members were rostered to the Information and

Reference Desks between 5pm and 6pm Monday to Thursday, a time when part-time postgraduate students seek library assistance. Students and staff have found this to be very satisfactory.

During 1994 additional Information Desk support staff were employed on Sunday afternoons. In 1995 this was extended to all day Saturday and Sunday for the commencement of Autumn session, allowing time for the Librarian-in-charge on Saturday to conduct two morning workshops, similar to the lunchtime workshops which have been in place for some years. The statistics reflect the popularity of these classes, with an attendance of 374 students.

Information Literacy

Library staff continued to work in partnership with academics to develop effective library instruction programs that are informative, relevant and timely. Efforts continued to be made by Library staff to ensure that core subjects in all faculties had some level of information literacy built into the regular teaching program. Every opportunity is taken to address academics regarding the importance of this approach to developing lifelong learning skills in their students.

A second academic forum on information literacy was held in February with a fifty percent increase in attendance from the previous year. Results of discussions held were used to formulate new objectives for 1995. The concept of an ARTS101 type subject in each Faculty was a particular point of interest to academics from all disciplines.

In August 1995 Catriona McGurk and Lynne Wright were invited to be

members of a University Working Party to investigate the successful attainment of information, computer and statistical literacies by undergraduate students. They have been able to provide valuable suggestions, research and experience from their years of provision of information literacy skills to Wollongong University students. The *Skills Inventory* developed by Faculty Librarians in 1994 was adapted and changed to include the three literacies and will be used as a basis for the University's *Comprehensive Information Literacies Skills Inventory*.

Faculty Librarians have achieved enormous increases in library skills classes in 1995. A record number of 10,776 students received instruction in 1051 classes. One hour Library Survival classes held during Orientation Week and the first week of session proved to be an excellent initiative, appreciated by over one thousand students. These classes provided the opportunity for Library staff to introduce the Innopac catalogue system to continuing, as well as new, students and to provide an overview of library facilities and services using a Powerpoint display.

Significant increases in library skills classes were noticeable, particularly in Commerce, Education, Engineering and Creative Arts. Faculty Librarians for these faculties have successfully taken every opportunity to speak at departmental and faculty meetings and to individual academics to convince them of the benefits of information skills classes.

Another area of expansion in 1995 was in the fee for service courses provided to the Wollongong English Language Centre, Foundation Studies and Gateway students. These centres have increased their enrolments, thus increasing the

demand for our services.

Faculty Librarians continued to improve their teaching skills via a number of methods, such as peer evaluation, *teaching in focus* meetings and workshops. Peer evaluation sessions identified a need for improved questioning techniques in a classroom situation. Brian Ferry, Education Faculty lecturer, was invited to conduct a two hour workshop on questioning techniques relevant to a range of students in various classroom situations. *Teaching in focus* sessions were also introduced, with Faculty Librarians sharing successful ideas used in library skills sessions. Staff development objectives for the department were also developed through these sessions.

Reference Collection

Quality funds allocated to the Library for 1995 enabled Faculty Librarians to spend an additional \$30,000 on Reference items. Multi volume sets in under-resourced areas were targeted for purchase from this additional funding.

The relocation of the ABS collection to the Reference area at the end of 1994 resulted in an increased use of these resources. New shelving and tables purchased in 1995 provided an open area for browsing and sorting of the collection.

Innopac capabilities enabled Faculty Librarians to receive electronic lists of new Reference books catalogued each month. These lists were sorted and appended before being sent to academic staff as a current awareness service.

Shelf checking and weeding the Reference Collection has now become an annual procedure. The main focus of weeding in 1995 was to complete the transfer of subject specific bibliographies to

monographs, identify items to be tagged for annual review and discard out of date items.

As an addition to the CD ROM databases, a small multimedia Reference Collection was established throughout 1995. It is currently located in Special Collections and accessed via the multimedia equipment in the CD ROM room.

Significant Achievements in 1995

Academic staff information needs

The changing nature of information delivery led to a need for more instruction sessions for academic staff, particularly now that many databases can be accessed via their desktop. Some of the initiatives to address this need were:

- the Faculty Librarian for Education was allocated office space for seven hours per week in the Faculty to assist academics and research students in their own environment. The Faculty Librarian for Creative Arts will have a similar arrangement in 1996.
- agreement was reached for Faculty Librarians to attend and/or address department meetings. This opportunity is sometimes used to demonstrate new technologies.
- continuation of the annual Academic Information days as a way of exploring how Faculty Librarians and faculty staff can work together to ensure that students become information literate.

Library Week and Open Day

During Library Week and Open Day the most popular attractions were the *Cruising the Net* sessions conducted by the Reference Desk team. A room with a capacity for thirty seats was filled to overflowing at each of the thirty minute sessions.

The Open Day displays capitalised on the 50th Anniversary of the end of World War 1. Many visitors took the opportunity to step back in time through a *time tunnel* to view old newspapers and memorabilia from the Archives Collection and see what significant events occurred on the date of their birth.

Presentations

The Reference Librarian was approached by the head Librarian of the Illawarra Institute of Technology to conduct a one day training program for their librarians. Three members of the Faculty Librarians' team presented a full day of teaching development activities to a group of thirty library staff from Bega to Wollongong. The day's activities and presentation were well received by all participants.

The Library participated in the accreditation procedures for the departments of Materials, Mechanical and Mining Engineering conducted by the Institution of Engineers (Australia). A review panel from the Institution visits the departments every five years to assess the quality of the programs and facilities offered and to grant accreditation for professional recognition of graduates. The Engineering Faculty Librarian, Craig Littler, made a submission to the accreditation document and gave a presentation to the panel highlighting the Library's services. Panel members commented favourably on the Library environment and on the

number of fulltext CD ROM databases.

During second session, the Health and Behavioural Sciences Faculty Librarian was invited to present a session in the *Introduction to Tertiary Teaching* (ITT) course. Academic participants were informed about the role of the faculty librarians and the range of services that are

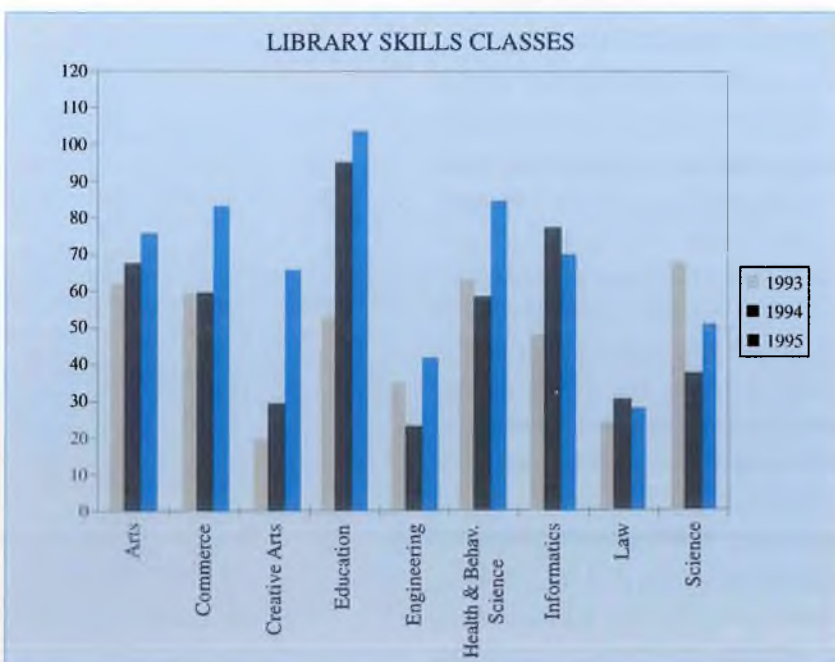
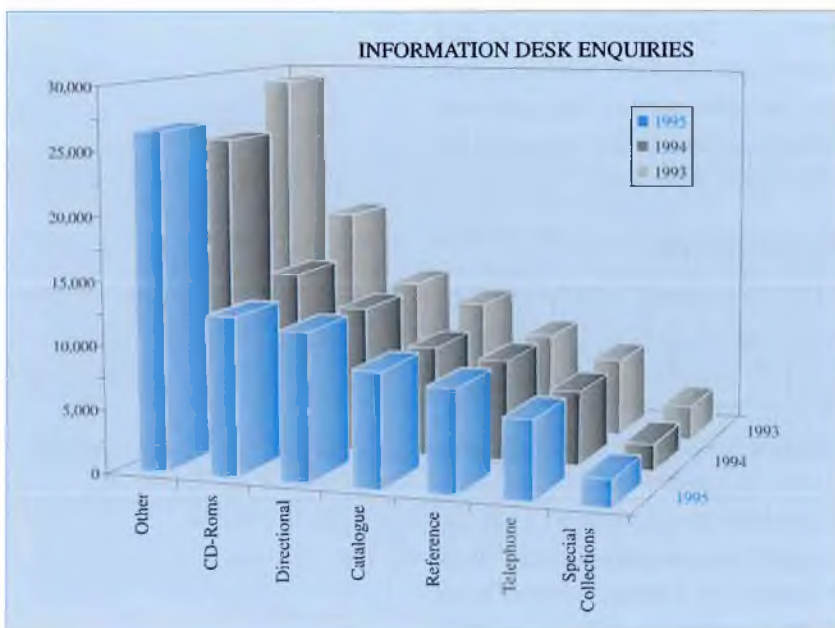
available. Topics covered were: the Library Skills Inventory, academic staff information needs and post-graduate modules.

Staff

Catriona McGurk, Faculty Librarian for Arts, was a recipient of the Vice Chancellor's Award for Outstanding Service for her conscientious efforts in the development and teaching of a new subject - ARTS101. This is an innovative subject combining instruction in information, statistical and computer literacies. Catriona lectures one hour per week in information literacy.

Craig Littler, Faculty Librarian for Engineering, completed the Introduction to Tertiary Teaching subject during Spring session. Craig is the fourth Faculty Librarian with these qualifications, which have proved to be very beneficial for planning and teaching library skills sessions.

Lynne Wright
Reference Librarian



Electronic Database Services

CD ROM Databases

The Information Access Quality Team established in 1994 became a standing committee during 1995. Evaluation of CD ROM databases, maintenance and development of the CD ROM room and statistical support for ongoing projects were some of the main objectives of the quality team.

To more effectively evaluate the usage and user satisfaction of the CD ROM databases, Peter Hyland a lecturer in the department of Business Systems, in consultation with Library staff, developed a statistical package for the CD ROM databases designed in the form of a questionnaire. It was trialed during Summer session in 1995 and implemented in March 1995. In the process of logging into a CD ROM database students complete a maximum of eight compulsory questions. Analysis of these questions has provided necessary statistical data for evaluating the use of all databases. In addition to the compulsory questions, several optional questions were answered by an average of 14% of users allowing further analysis of use and user satisfaction with the results. Some important changes have been made to the CD ROM database management as a result of the statistical analysis. Some of these include:

- reduction in staffing the Information Desk on Mondays and Friday between 9am and 11am. Statistics from the database logins and the Information Desk showed low demand at these times.
- development of a new CD ROM menu which is subject, rather

than system, based. Statistics had showed a large number of students were logging into unsuitable databases for their discipline and a large number of logins were less than 2 minutes in duration. The new menu should reduce the number of "false" logins and statistics will be reviewed in 1996.

- introduction of a variable booking systems for the twelve CD ROM workstations to allow for a range of users. Statistics showed an average search lasted between 5 and 45 minutes. Booking times for eight machines were maintained at 60 minutes with pre-booking available in the room. A further four terminals were made available for longer sessions on a first come basis.
- indications are that user satisfaction rates are higher for those students who attended CD ROM training sessions.

Databases now accessible via the campus ERL (Electronic Reference Library) network have not been included in the statistics gathering package during 1995, however, these statistics will be added in 1996 to provide a more complete picture of database use.

Demand for CD ROM training continued to be high throughout 1995 with sixty-nine weekday classes and thirty-two Saturday classes provided for just over six hundred students. *Getting started* demonstration classes were the most popular. Point of need instruction is frequently provided by Reference Desk staff as part of the consultation service.

Statistics indicate that Arts, Health and Commerce students were the highest users of the databases in 1995 and ABI, Austrom and Medline were the most commonly used databases.

New databases ordered this year include Australian Business Index (ABIX), to replace the discontinued print equivalent and Chemical Abstracts to replace the more difficult to use print version.

Online Services

With the exception of Chemical Abstracts via STN, online searches via Dialog and other providers, continue to diminish each year, although services have been maintained to provide access to databases not available through other resources.

Two automatic online updates or *alerts* in the fields of medicine and education, established at the end of 1994 as trials for full text article delivery did not provide adequate full text coverage across a sufficiently broad range of journals to make this a viable alternative to conventional Inter Library Loans.

Electronic Services

The need to improve database access across campus was identified in 1994 by the Information Access Quality Team and the Electronic Services Librarian developed a number of objectives in 1995 to meet this growing demand for database provision and also to promote the Library's electronic services. These objectives were to:

Review database subscriptions to make sure that licence agreements and network provisions were appropriate to demand:

This is an ongoing procedure that has become more important as

alternative licence agreements and database providers become available. Several of the trials gave important information concerning demand for different databases and in particular for full text services. The provision of ERL access has been in response to the assessment of demand for several databases and their use is monitored to assess whether these databases remain the most appropriate ones.

Establish ERL across campus for use by Academic Staff and Postgraduate Students:

Quality funds were used to purchase hardware and mount several heavily used databases using Silverplatter Electronic Reference Library (ERL) software. The successful installation of this equipment enabled researchers to search these databases from their offices and has gone a long way towards meeting the need identified by the quality team. The system uses client/server technology, meaning a variety of client software must be distributed across campus. With the assistance of the University's Information Technology Services (ITS), the client software for use with ERL has been successfully distributed and there has been a positive response to the improved access to some of the Library's most popular databases.

A second strategy to meet the need for database access across campus was to increase the availability of remote databases suitable for end user access. Following participation in a successful Council of Australian University Librarians (CAUL) trial of the FirstSearch range of databases, the Library has continued to make these databases available to users, while enjoying the cost benefit of consortium purchase of searches through CAUL. Similarly, the Library

participated in the CAUL consortia access to the Current Contents database and was able to commit funds to this database knowing that there was an already established clientele.

Provide access in the Library or across campus to trial databases and monitor use:

Following the success of previous trials, the Library participated in a number of other trials conducted by CAUL. These included access to a wide range of ERL databases. This helped the Library assess the suitability and demand for various databases and it certainly stimulated the dissemination of the ERL client software across campus. Other trials have given access to Lexis/Nexis, Expanded Academic Index and ABI/Inform as a full text database. The concurrent trials gave both the Library and the users a valuable opportunity to compare different databases and search software. The most popular databases were ones that had already been identified as the most appropriate to provide campus wide. It was apparent that full text databases were popular during the trial. While the trial access to such databases has raised the users expectations, it remains to be seen how the Library can fund access to them on an ongoing basis.

Establish accurate useful and timely library web pages in line with University style guidelines:

The Library continued to place pages on the University Web Server. The Library pages were revised during the year with more work needing to be done in some areas following the release by the University of style guidelines late in 1995.

Establish web form pages so that users can place electronic requests to the Library:

Draft web form pages for interlibrary loans have been developed and liaison with Information Technology Services has taken place to have them installed for early 1996.

Help develop multimedia services:

The Information Access Quality Team formulated guidelines for use and access of multimedia and set up plans for a multimedia laboratory. Currently the multimedia policy is in place and there is one machine dedicated to multimedia use. More will be made available as funding and space allow and as the demand for multimedia software and the purchase of multimedia items continue to grow rapidly.

Lynne Wright
Reference Librarian

Neil Grant
Electronic Services Librarian

Developments

The implementation of a new software system provided the Loans department with many challenges. The Loans department was the last department to have the Innovative software module installed. Intensive training was conducted two weeks prior to the commencement of Autumn session. The change to a new software system provided the opportunity to critically assess and amend borrowing conditions for all patron groups using the Library. The changes resulted in all user groups receiving an increase in the number of items that could be borrowed. This had a significant impact on Loans transactions resulting in an average increase of 13% per month in Loans transactions.

Notices generated by the system were also amended to reduce the number of overdue days before a notice is created, providing a more timely reminder service to users and to improve the retrieval of overdue items. Manipulation of notice text allowed messages to be changed to reflect changes during the academic year and to be more user friendly. Speedy mailers (preformatted envelopes which allow messages to be printed within the envelope) were also successfully introduced and their use greatly reduced mail processing times for the Loans team, as it was no longer necessary to prepare notices and envelopes as separate tasks.

Many aspects of the new module proved to be successful, however, obstacles were encountered in some work practices. Clients could no longer place their own holds onto the system as Loans staff were

required to act as intermediaries to read reports from the system and then place holds. Significant staff time was required to complete this process. Many of the barcodes originally used by the Library were incompatible with Innovative. Although considerable efforts had been made to re-barcode the Library's collection, many items required re-barcoding and this could only be achieved at the Loans Desk, resulting in delays in Loans transactions.

The self checkout units could not be used, as a successful interface with Innopac and 3M software had not yet been developed by the companies. The loss of the self checkout units and the self checkin in Returns meant that staff had to explore a range of strategies to maintain their service standards. It is pleasing to note that the one and a half hours standard for maximum returns processing times was maintained as all staff in the area committed to providing additional assistance in Returns to alleviate bottlenecks and maintain client service standards. An additional work station was installed at the Loans Desk to keep checkout times to a minimum.

The installation of a new release of the Innovative software in September resolved a number of these problems. Clients were able to place their own holds directly onto the system at the catalogue terminals, thus freeing up the staff time previously needed to place holds on behalf of clients; this also reduced the length of queues at the Loans Desk. The improved renewal service available with the new software also enabled the provision of a telephone renewal service. The self checkin unit was reinstalled,

streamlining the returns process and reducing overall processing times and duplication of handling.

Improved technologies aided the delivery of Loans services. New barcode scanners were installed at each of the Loans workstations. These scanners reduced the number of error messages and duplication of effort previously encountered with the light pen readers. An additional work station was installed in the Reserve Collection to improve loan and return processing times and additional terminals were provided for the Loans workroom, aiding the Reserve processing team.

Efforts were made throughout the year to improve the retrieval of overdue items. Overdue notices were prepared from the fifth day of an item becoming overdue and Library visitors were blocked from borrowing once fines of \$10.00 or more accrued. Regular checks conducted throughout the year ensured handling and technology errors were minimal and did not result in the generation of any unnecessary overdue notices.

Key Performance Areas

Work practices were monitored throughout the year to record processing times and accuracy of work against benchmarks from the previous year. Surveys were conducted to record turnaround times of items from the Returns room to reshelving in the main collection. The surveys indicated the turnaround time has improved from the benchmark of twenty-four hours established in 1994 to twelve hours in 1995.

Pleasing results were recorded in the time taken to reshelve and tidy the main collection. Handling time decreased by 8% when compared to the benchmark period of September 1994. This was achieved

by adopting new strategies recommended by the quality project team (formed as part of the *Quality and Service Excellence* program in 1994) to improve the shelving and accuracy maintenance of the main collection. A comprehensive shelf reading program was introduced with all Library staff participating in assigned high use areas. Stringent recruiting and training programs have been developed to ensure shelving staff can meet the demands placed on the shelving service. Shelving accuracy was also measured. A survey was developed to record selected items from the returns room and to count items located in the correct position on the shelves. A rate of 99% accuracy was recorded both times the survey was conducted. Shelving staff were not informed when the survey was being conducted to avoid changes to normal shelving behaviour.

A serials shelving maintenance program was successfully completed. New shelving was purchased and a major move of the serials collection was conducted to accommodate new serials and high growth areas and the Government publications area was extensively weeded.

Reserve

The installation of the Innovative system necessitated some changes to the Reserve team's processing functions, as additional processing steps were necessary to enter Reserve items onto the system. To overcome this obstacle, processing times were critically evaluated and strategies identified to accurately record staff handling times and to develop realistic service standards. The data gathered will provide benchmarks for performance measures in the future.

The Innovative module for Reserve

offered enhancements that will allow frequently submitted items to have their records suppressed and reactivated on demand, reducing the number of key strokes required to prepare an item for the Reserve Collection. This option was activated in Spring session. Improved procedures and documentation have assisted in achieving service standards. After evaluation, procedures were eliminated wherever possible to avoid duplication. Team effort and commitment, coupled with improved procedures ensured the processing service standard of three days was met for most of the year.

A quality project team was formed to identify strategies to improve the Reserve service. The first two areas identified by the team were the security of the Reserve Collection and the need to improve communication methods with academic staff. Comprehensive surveys were conducted to identify environmental and service factors that could affect the security of the collection. After the submission of findings to the Library Executive Committee, a security gate was

purchased and will be installed for the commencement of Autumn session 1996. Other strategies implemented were the revision of the timeliness and clarity of communications with academic staff and the setting up of an email address for the Reserve Collection. The project team will continue to assess ways in which Reserve's services can be improved during 1996.

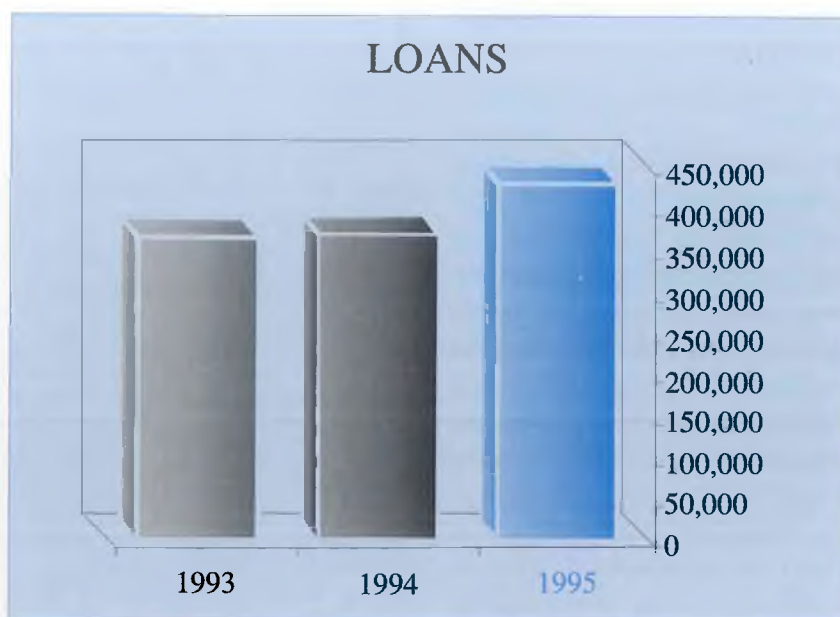
The Reserve processing team prepared a total of 6845 items for Autumn session and 5454 items for Spring session.

Staff

Training and development opportunities were made available to several long term unemployed members of the local community. Two Jobskills Trainees were appointed for a twenty-six week training program within the Loans department. The Jobskills Trainees participated in all training activities generally offered to all Level 2 staff in Loans and Reserve. A trainee from the Wollongong City Mission participated in a three week program and was successfully appointed as a casual staff member on completion of the program.

Loans staff participated in a number of training programs throughout the year. Programs included: *Feedback Skills, Customer Service, Burnout Strategies, Stress Management* and a number of inhouse sessions relating to specific Library services. Job sharing continues to be popular with most Loans staff participating in a job sharing program. A job rotation between the Reserve Coordinator and a member of the Acquisition's team was made permanent on the request of both staff members in May.

Margie Jantti
Loans Coordinator



Archives

The Archivist is responsible for the Archives, Rare Book and Thesis collections, and is a member of the Faculty Librarian and Special Collections teams. Additional activities include membership of the University's Labour History and Industrial Relations Research Centre, Wollongong City Council Heritage Committee, and Illawarra Historical Society Board of Management. Such links are important in promoting the Archives collection and other Library services.

Archives

A full-time archivist was appointed in February ending a three year period during which the Archives was staffed only on a part-time basis. This appointment enabled the implementation of strategies to improve the physical and intellectual control of the collection to facilitate access and usage. Priority was given to reducing the considerable backlog of uncatalogued material, optimising the limited available storage space, and identifying areas of future collection development. An updated *Guide to the Collections* was prepared for publication.

The Archives compactus area was subject to minor flooding on four occasions but archival records directly affected on only one occasion. Sixteen bays of shelving were added to the compactus. This enabled the consolidation of the collection of administrative records which previously occupied some two-thirds of the compactus area. The consolidation was undertaken in consultation with Administration personnel.

An outreach program was implemented which included the Archivist presenting lectures to students enrolled in Sociology 231 (*Introduction to Research in Sociology*); History and Politics (honours) and Creative Arts. Various tours of the Archives were given to students and University staff and material from the collection was used in numerous exhibitions and displays, the most notable being the 30th anniversary of the Union building, Library Week, Open Day (an end of World War II theme), and the loan of WWII newspapers for a Wollongong RSL exhibition. Historical photographs of the University were provided for an *Illawarra Mercury* feature which was coordinated by the Alumni Association.

Acquisitions were not a priority during the year, however, some material was received. Deposits included an important collection of records from the Federated Ironworkers' Association (Wollongong Branch) covering the period 1942-70; the World War II reminiscences of Robert Holman and the World War I letters and memorabilia of W.G. Agate.

Research projects which made use of the Archives collection included the History of the Australian Communist Party; Women and the Labor movement in Illawarra 1930s-50s; the Women's Guild of Empire; a History of Wollongong for Wollongong City Council; the South Coast Labour Council pre-1945; female adolescent literature in Australia 1939-45; the Federal ALP and the Vietnam War; leisure activities in Illawarra during the Depression; and dairying in early Illawarra.

Thesis Collection

A stocktake of the collection was undertaken and a number of cataloguing anomalies were identified and remedied. The collection contains approximately seven hundred and fifty items and an average of fifty items were issued each month. This reflected user interest in both specific topics and in the use of particular items as models for the writing of new theses.

Rare Books

During October-November a major stocktake of the Rare Book collection was carried out. Of the some eight hundred items identified, approximately fifty cataloguing anomalies were identified and corrected. Use of the collection included the display of individual items in exhibitions and considerable consultation by Creative Arts students of art books and items relating to book production.

Internet Access

During the latter part of the year, the Archivist identified the need to provide Internet access to the Archives collection. This mirrored the work of other archival institutions in Australia. An Archives Web page was implemented on 22

September as an adjunct to the Library home page. Updated and more comprehensive pages, including one for Rare Books were completed subsequently. Links to the University Archives were established from the *Archives of Australia* page set up by the Australian Archives. The Archivist conducted general Internet sessions for staff and postgraduate students of the Department of History and Politics. These sessions were conducted with assistance from the Faculty of Arts Librarian, Catriona McGurk and from the Faculty of Engineering Librarian, Craig Littler.

ISBN Allocation

The Archivist is responsible for the allocation of ISBN numbers for publications by members of the University. Approximately one hundred numbers were issued in 1995. During the year a process was implemented whereby information on individual publications and relevant ISBN numbers was transferred between the Archivist and requester via e-mail. Enquires were also received regarding the allocation of ISBN numbers to electronic publications, with details and procedures yet to be finalised.

Michael Organ
Archivist

Special Collections

The appointment of a Special Collections Officer in May provided the opportunity to assess the currency and organisation of the audio visual, textual and multimedia material held in Special Collections. Specific elements of this collection include: microforms (microfilm, microfiche and microprint), newspapers, videos, maps and atlases, slides and kits, music (LPs, CDs, audio cassettes, sheet music) and multimedia material.

Under the general guidance of the Reference Librarian, staff conducted an initial review of the area and identified the most immediate issues to address. These were: undue noise in the Quiet Study Area; inadequacies in the general physical layout of Special Collections, including the office area; the use and abuse of audio visual rooms and equipment and general inefficiencies with the microfilm reader/printer machines. Throughout 1995 resources were directed towards identifying and implementing solutions to these problems.

The removal of the ABS collection to the Reference area provided space to move the microform reader/printers closer to the office area. To reduce noise following several complaints, a number of individual study carrels were purchased to replace some of the large work tables and provide an increased number of study places for clients.

The Special Collections Officer and the Faculty Librarian for Creative Arts visited the Sydney Conservatorium of Music, the Australian Music Centre and the Music Library at Sydney University, to compare different layouts and

procedures at these three diverse music libraries and audio-visual collections, and to review their handling of the growing number of electronic multimedia materials. Professional links were also established and many ideas for changes to the music collection were generated. New shelving has been added to allow for music monographs to be arranged in a format that creates less congestion and greater access for users. Three music sorting shelves have been installed, with the aim of minimising incorrect shelving and therefore reducing the occurrence of missing items.

A substantial amount of time during 1995 was dedicated to addressing the issue of the performance of the microform reader/printers. Despite numerous overhauls, the results were unsatisfactory, and a contract was entered into for the use of Canon machines over the period 1996-9.

A major update and reorganisation of the newspaper collection was conducted, as this is a high use area and thus prone to untidiness. The reading facilities were rearranged, with the addition of individual study carrels to aid in reducing noise and increasing the seating capacity in the area. An updated newspaper list for display on the information board was produced to provide clients with a complete listing of newspapers held by the library, including their title, format, location and holdings.

Tours of Special Collections were conducted for students, academics, members of general staff and Library staff. A stocktake of the microfilm collection was also

completed, following the removal of the microfilm cabinets to a position adjacent to the reader printers.

New equipment obtained during the year included a portable CD player, LP player, double tape deck, television and video. Three video viewing booths were installed to increase user access for single viewers during peak times. The AV compactus was reorganised to accommodate a new range of multimedia material. There was ongoing liaison with academic staff from the Faculty of Creative Arts, with a specific focus on the Music Collection. Some outcomes of these meetings were: the recognised need to supply the Special Collections Officer with lists of course material, specifically sound recordings and

music scores to enable Library staff to locate the material quickly for clients. There was also a review of the loan period for compact discs, which was revised to a two week period for all borrowing categories.

During the year there was a large increase in the percentage of multimedia materials in the Collection (CD ROM and electronic text) and this necessitated a review of purchasing and storage policies. A revised Multimedia policy will be finalised in early 1996 as the increasing use of electronic multimedia materials and the Internet will continue to have a large impact on the Collection.

Tanya Price
Special Collections Officer



Rare Book and Archives Reading room

Developments

The implementation of Innopac had a significant effect on work practices and procedures during 1995. Law Library staff had the task of creating serial records on the Innopac system and entering all law serials as they arrived. This procedure was previously done by the Serials staff, however, transferring this task to the Law Library resulted in faster turnaround times for law serial *checkins* and changes could be made within the department, resulting in quicker response times to requests and problems. Law staff also undertook a major review of records to ensure that holdings information was correct.

Following a review of the physical environment of the Law Library, a small extension was added to the staff area, shelving and an additional PC were purchased resulting in a more efficient work area for staff.

In response to requests from teaching staff, a number of library skills classes were conducted throughout the year. The most intensive sessions were held during March to May when one hundred first year LLB students attended eight hours of classes over a one month period. Feedback from staff and students was positive, with most students responding that the skills gained in these sessions had given them confidence in using the Law materials for their research projects. A number of other classes were conducted for undergraduates enrolled in specific law subjects, postgraduates and students from other faculties.

Staff used the Internet as an alternative source of legal

information and promoted this service to both staff and students. Of particular interest to the Law Faculty is *AustLII* (Australasian Legal Information Institute), a collaborative effort between the University of New South Wales and University of Technology Sydney; a source which provides access to a large collection of Primary Material.

The four CD Rom stations in Law Reserve were upgraded, enabling faster access to available databases. The inclusion of a laser printer attached to the CD Rom stations allowed clients to print from all databases. Bibliographic CD Roms were the most popular with students for researching their essays and projects. In addition, the Law Library has the full text High Court, Federal Court and Supreme Court Judgements and Commonwealth Legislation on CD ROM, enabling faster searching than with the print versions, particularly when only a few case details are known.

A four month trial of free online databases allowed access to Lexis/Nexis, a very important database for accessing statutes, judgments and newspaper articles world wide. Law Faculty members and law library staff had access from their desk tops. Students researching for their end of year projects were enthusiastic users.

Overall, statistics reflected an increase in demand for assistance at the Law Reference/Reserve Collection desk. A range of self help guides for using the CD Roms were developed and heavily used, although there were still many requests for individual instruction. There was a noticeable decrease in borrowing from the Reserve

Collection, attributed mainly to the purchase of large numbers of multiple copies during the year.

Discussions with the Faculty resulted in the Law Librarian and the Law Faculty Librarians attending weekly staff meetings and the Faculty's one day retreat. Participation in Faculty activities strengthens the link between the Library and Faculty and also provides a forum for ensuring teaching staff are aware of services provided.

There has been a long standing agreement between law libraries in Australia and New Zealand to exchange publications, with most law faculties producing at least one journal with articles of a topical nature. The University of Wollongong Law Faculty have produced two journals, one in collaboration with the Department of English, entitled *Law Text and Culture*. This journal has become Wollongong's contribution to the exchange agreement. To supplement the Natural Resources Collection without adding the cost of subscriptions, the second journal produced by the Law Faculty, entitled *The Australasian Journal of Natural Resources Law and Policy*, is being exchanged with various natural resources titles, mainly from the United States. One of the Law Faculty Librarians has taken on the role of coordinating this task.

Visits were received from the Law Librarian at the University of Western Sydney, William S. Hein, publisher and distributor of legal materials and LBC Information Services. CCH and Butterworths, legal publishers, demonstrated their latest CD Rom products.

Staff

Vicki Dodd, the new Law Faculty Librarian was appointed in July. Her role is to coordinate and develop library skills sessions and attend Faculty Librarian's meetings as the Law representative, thus ensuring information literacy objectives and skills are communicated to all staff involved in taking classes.

Participation in multiskilling has been extended with two staff spending one day per week in the Cataloguing Department learning about the Moys Classification. A benefit of this training is more rapid cataloguing of donations. Donations are a valuable source of information in a law library as many government publications, annual reports and law reform publications are received this way.

Law staff continued to work on the Information Desk and provide reciprocal experience in Law for other staff. A limited term position in Cataloguing was accepted by another member of the Law team.

Elizabeth White
Law Librarian

Curriculum Resources Centre

Developments

During 1995, many of the objectives outlined in the Curriculum Resources Centre Strategic Plan were achieved.

Improvement of the physical environment and the integration of all items in the collection into the Dewey sequence was completed in September. Renovations to the Curriculum Resources Centre's service and work areas began early in the year. The walls of a small office were removed, creating an open work area for all the Centre's staff and improving visibility of the service area.

The shelving in the Curriculum Resources Centre was relocated to make better use of floor space and allow easier access to all items in the collection. New steel shelving was installed to replace the timber shelving and study carrels, which provided more shelf space as well as giving the Centre a vastly improved appearance.

The objective to improve the Curriculum Resources Centre's circulation system by implementing the Innopac system was ongoing throughout the year. Terminals and scanners were installed for the checking in and checking out of resources. Two online catalogues were installed for client access to the catalogue.

The use of the automated system in the Centre began in February. Existing records on the previous online catalogue were edited to include CRC location and call numbers and, by the end of the year, approximately seventeen thousand item records had been added to the Innopac catalogue. A large percentage of the collection which had not previously been catalogued was also processed onto the Innopac system, including the extensive collection of Secondary Syllabi and Curriculum Support Materials. These two collections were also relocated and integrated into the main collection.

To ensure that clients are provided with current resources which are relevant to the NSW Department of School Education's policy and curriculum, staff extensively weeded the collection in consultation with Faculty members. This task was completed prior to the target date of February, 1996.

Overall, these changes have facilitated greatly improved access to items in the collection. Client feedback has been very positive, both from students and members of the Education Faculty.

Staff

Following the March resignation of the previous incumbent, Paula Brown was appointed to the position of Curriculum Resources Centre Coordinator.

Staff arrangements were reviewed to ensure that service points were staffed at all times, with a balance of limited term, casual and permanent staff being appointed to service the needs of the CRC's clients.

A Jobskills Trainee was appointed for a period of six months and was able to both build on her own skills

and make a worthwhile contribution to the functioning of the Centre.

A member of the Curriculum Resources Centre staff successfully applied for secondment to the main Library as Loans Administrative Assistant, vacant due to maternity leave. This opportunity will allow the staff member to develop her skills in staff management and acquire more in depth knowledge of the Innopac system.

Paula Brown
Curriculum Resources Centre
Coordinator



Staff Members

ADMINISTRATION

University Librarian

John Shipp BA, Dip Ed, Dip Arch
Admin, AALIA

Deputy University Librarian

Felicity McGregor BA, Dip Lib, AALIA

Executive Assistant

Jo-anne Lombardi

Administrative Assistant

Lara Beringer

Research Services Librarian

Pam Epe BA, AALIA

Manager

Administrative Services

Lindsay Millard BA, Dip Workplace
Relations (since September)

Staff Development Officer

Lorraine Denny BA, Assoc Dip Bus
(Hum Res Devt)

TECHNICAL SERVICES

Technology Development Librarian

Neil Cairns BA, Dip Lib

Technical Services Coordinator

Petra Carpenter BA (Lib Info Sci)
AALIA

SYSTEMS

Systems Librarian

Karen Lunt BA Lib Inf Sci, MLib

Electronic Services Librarian

Neil Grant BA, Dip Lib
Jacqui Birchall
Traci Rice

INTER-LIBRARY LOANS

Inter-Library Loans Coordinator

Shauna Miller Lib. Prac. Cert.
Donna Bugden Assoc Dip (Lib Prac)
Heather Kitchener Assoc Dip (Lib
Prac) (since March)
Nina Pierro
June Sassall Lib Prac Cert

ACQUISITIONS

Acquisitions Coordinator

Barbara McGuire BA, Dip Ed
Anne Brown
Trent Cavanagh Assoc Dip (Lib Prac)
(until August)
Margaret Chandler Lib Prac Cert.

Michelle Chilby Assoc Dip (Lib Prac)

Raji George BA, BEd

Tony Hassan

Angela Mant BA, Dip Info Mgt Lib

Frances Riva Assoc Dip (Lib Prac)

Ross Smith Dip Mgt (since August)

Augusta Stanizzo Assoc Dip Bus Acc

Bernadette Stephens Lib Prac Cert

Gwen Vardareff (until May)

SERIALS

Serials Coordinator

Kim Misios Assoc Dip (Lib Prac)
(since August)

Helen Andrews

Lindi Crichton

Diane DeFaveri BA, Dip Lib, AALIA

Cheryl Deith Assoc Dip (Lib Prac)

Sylvia Jacobs

Audrey Kew

Carol Richards

CATALOGUING

Senior Cataloguer

Rod Higham BA

Michelle Aitkin BA, Dip Com (Bus
Info Sys)

Sharat Arora MA, MLS, Dip Lib Sc, Dip
Russian (until April)

Sonya Ollerenshaw Assoc Dip (Lib
Prac) (since May)

Marion Pain Lib Prac Cert

Sheree Pupovac B Teach, AALIA

Tracy Sweeny BA (Lib), AALIA

INFORMATION SERVICES

Information Services Librarian

Sue Craig BA, Dip Ed, Dip Lib

Reference Librarian

Lynne Wright Dip Teach, Dip Lib

FACULTY LIBRARIANS

Chris Faricy BA, AALIA

Keith Gaymer BA, Dip Lib, AALIA

Deirdre Jewell BA, Dip Lib

Susan Jones BA, Dip Lib

Craig Littler BSc (Arch), BA, Dip Info
Studies, AALIA

Catriona McGurk BA, Dip Lib

Helen Mandl BA, Dip Ed, Dip Inf Man
(Lib), AALIA

Chrissy Ralston BSW, Dip App Sc
(Info), AALIA

SPECIAL COLLECTIONS

Archivist

Michael Organ BSc, Dip Arch Admin
(since February)

Special Collections Officer

Tanya Price BA, Dip. Inf Man (Lib)
(since May)

LOANS

Loans Coordinator

Margie Jantti BA (Lib Info Sc)

Reserve Coordinator

Bronwyn Donald Dip Teach, Dip A
(Lib Info Sc), AALIA

Kerry Benny

Afrodita Brbevski

Donna Dee

Dianne Denniss (since March)

Jen Lyons (since August)

Shandell O'Neill Assoc Dip (Lib
Prac)(since March)

Norbert Pauly

Frances Pinkerton (since March)

Denise Prowse Assoc Dip (Lib Prac)

Gary Norwell

Margaret Williams (since August)

Rachael Whitehead Assoc Dip (Lib
Prac)

LAW

Law Librarian

Elizabeth White BA, Grad Dip Lib

Gay Antonopoulos BA, AALIA

Cheryl Brindle-Jones BA (Lib Info Sc),

Assoc Dip (Lib Prac)

Vicki Dodd BSc, Dip Inf Man (Lib)

(since July)

Annette Meldrum

Sandi Wooton Assoc Dip (Lib Prac)

CURRICULUM RESOURCES CENTRE

Senior Faculty Librarian - Education

Mary Tow BA, AALIA (until March)

Curriculum Resources Centre Coordinator

Paula Brown BEd (since March)

Toni Lanyon



Statistics

INFORMATION DESK ENQUIRIES

	1993	1994	1995
Directional	11,950	11,583	11,681
Catalogue	10,441	8,669	8,999
Reference	7,944	7,936	8,066
Special Collections	2,728	2,134	2,159
Telephone	6,198	5,844	6,160
CD-ROMS	17,671	14,137	12,517
Other	29,134	24,893	26,613
Total	86,066	75,196	76,195

LAW INFORMATION ENQUIRIES

	1993	1994	1995
Directional	2,914	3,156	3,183
Catalogue	2,008	2,252	1,877
Reference	5,905	4,639	5,271
CD-ROMS		2,614	2,198
Other	6,669	8,035	8,218
Total	17,496	20,696	20,747

OTHER ENQUIRIES

	1993	1994	1995
Special			
Collections Area	5,859	6,844	4,885
Serials Area	248	318	239

INTERLIBRARY LOANS

	1992	1993	1994	1995
Requested by				
Wollongong	10,168	12,808	15,894	14,302
Items Received	9,902	9,316	12,642	11,225
Requested from				
Wollongong	7,082	5,425	6,223	6,057
Items Supplied	4,516	4,311	4,465	5,235

CATALOGUING

	1992	1993	1994	1995
Monographs				
New Titles	10,921	10,890	11,673	15,088
Serials	552	829	475	424
Non - Book	649	553	510	635

CD ROM & ONLINE SERVICES

	1992	1993	1994	1995
CD ROM Searches	40,090	43,655	51,053	53,953
Online Searches	164	96	60	67
Training Sessions	132	101	123	101

COLLECTION

	1992	1993	1994	1995
Central Library				
Monographs	310,955	322,227	337,590	353,737
Serials Volumes	126,586	132,269	135,466	139,745
Current Serials Subscriptions				
	5,727	5,852	6,059	6,159
Law Library				
Law Monographs	7,471	11,931	12,819	16,867
Serials Volumes	24,640	25,907	26,297	26,836
Current Serials Subscriptions	1,008	1,267	1,371	1,371

LOANS

	1992	1993	1994	1995
Central Library				
General	325,011	345,399	349,287	410,847
Reserve	47,951	58,506	49,557	44,028
Total	372,962	403,905	398,844	454,875
Curriculum Resources				
General	31,340	20,719	19,945	19,723
Reserve	26,924	18,096	6,453	8,484
Total	58,264	38,815	26,398	28,207
Entry Gate				
Central Library	868,093	1,205,849	1,285,543	1,390,912
Curriculum Resources				70,248

ACQUISITIONS

	1992	1993	1994	1995
Monographs -				
new titles	7,821	8,730	11,935	12,648
additional titles	995	1,144	2,369	3,983
donations	845	1,048	1,059	2,983
Audio Recordings	60	88	204	95
Visual Recordings	43	118	328	432
Slides/Graphics				
Transparencies	0	1	1	12
Maps	145	5	9	34
Multimedia/Kits/				
Computer Files	102	87	102	102
Sheet Music/Scores	0	0	4	17
Other	3	7	22	13

LIBRARY COMMITTEE MEMBERSHIP

CHAIRPERSON	Prof W Lovegrove, Pro-Vice Chancellor
EX-OFFICIO	Mr John Shipp, University Librarian
SECRETARY	Ms Felicity McGregor, Deputy University Librarian
FACULTY REPRESENTATIVES	
COMMERCE	Mr G Gniewosz
CREATIVE ARTS	Mr K Orchard
EDUCATION	Ms R Westbrook
ENGINEERING	Assoc Prof A Basu
ARTS	Dr K Newey
INFORMATICS	Dr D Platt Ms C Alcock (from October)
SCIENCE	Prof M Wilson
HEALTH & BEHAVIOURAL SCIENCES	Dr N Taylor
LAW	Associate Prof K Hale
GRADUATE FACULTY	Associate Prof G Doherty
STUDENT REPRESENTATIVE	Ms J Fredericks (Postgraduate)
COUNCIL REPRESENTATIVE	Rev Canon R Heslehurst